



Fitzsimmons Walk

Homeowner Manual

The Guide To Living In Your New Home

This Manual is for the sole use of owners of homes in the Fitzsimmons Walk. Reproduction in whole or in part without the express written consent of the Developer is expressly prohibited. This Manual is not intended to provide a necessarily accurate summary of Fitzsimmons Walk or any of the documents related thereto, nor does it purport to be all-inclusive or to contain all of the information which owners may need or desire. Neither the Developer nor any of their respective officers, agents or principals has made or will make any representations or warranties, expressed or implied, as to the accuracy or completeness of the Manual, and no legal commitment or obligation shall arise by reason of the Manual or the contents. We believe the contents of this Manual are accurate and up to date at the time of printing. This Manual was printed in March 2009. The Developer reserves the right to make changes to this Manual without notice. The Developer also reserves the right to make modifications or substitutions to material used, as long as the substitute product is of equal quality to the original specification. E and OE

TABLE OF CONTENTS

AN INTRODUCTION TO YOUR HOMEOWNER MANUAL	4
Record of Materials Given To Purchasers	5
The Developer of Fitzsimmons Walk	7
The Professionals At Fitzsimmons Walk	8
Architect	8
Interior Designer	8
Warranty Provider	9
Sample Copy of The Willis Canada Inc. Homeowner Warranty	10
The Process	22
Variations	22
Quality Assurance Program	22
Delivery Date	22
IMPORTANT INFORMATION	23
The “Emergency Procedures” Tab	23
The “Contact Information”, and “Finish Specification” Tabs	23
The “Warranty Service” and “Forms” Tab	23
Maintenance – Protecting Your Investment	23
Utility Service Account Responsibility	23
Keys and Fobs	24
Visitor Access to your Suite	24
Visitor Call Waiting, if applicable	24
Camera System	25
Garbage and Recycling Pickup	25
Water Shutoffs	25
Bathroom Exhaust Fan	25
Dryer Booster Fan	25
Heating and Cooling	25
Thermostat for Heating and Cooling System	25
Heat Trace for L2/L3 Balconies (downhill units) & L3/L4 Balconies (uphill units)	26
Hot Tub	26
Manufacturer’s Literature	26
WARRANTY SERVICE	27
Warranty Description	27
Deficiency and Warranty Repairs	28
Initial Orientation	28
Year End Corrective Period	28
Corrective Period Rules and Regulations	28
2 nd Year End Corrective Period	30
Warranty Reporting After 2nd Year End Corrective Period	30
Common Property and Limited Common Property	30
Appliances	31
EMERGENCY PROCEDURES	32
Emergency Contacts	33
HOME COMPONENTS	34
Alarm System Pre-Wiring	34
Appliances	34
Barbeque	36
Bathroom Accessories	36

Bathroom Exhaust Fan(s)	36
Blinds	37
Cabinets.....	37
Carpet.....	38
Closet Shelves and Organizers	40
Condensation.....	40
Countertops	41
Disposal – Food Waste	43
Doors	43
Dryer Booster Fan.....	44
Drywall	44
Electrical System	45
Troubleshooting Tips: Electrical.....	47
Garage Doors	48
Garage Door Wireless Keyless Entry Pad.....	48
Garage Gas Detection Device.....	48
Garage Fan.....	48
GarageTemperature Sensors.....	48
Gas Shut-Offs	49
Hardware	49
Hardwood Flooring.....	49
Heating and Cooling	51
Heaters – Wall Heaters and Kickspace Heaters.....	51
Heat Trace for L2/L3 balconies (downhill units) & L3/L4 balconies (uphill units).....	51
Hot Water Tank.....	52
Hot Tub	52
Life Safety Equipment – smoke alarms, gas detectors, horns & sprinklers.....	52
Lighting	52
Lighting System and Control Unit – Lutron Grafik Eye 3000 Series.....	53
Mirrors	53
Nuheat – Masterbedroom Ensuite and Guest Ensuite.....	53
Paint and Stain.....	53
Phone/Cable Outlets.....	54
Plumbing.....	54
Troubleshooting Tips: Plumbing	56
Remote Controls	58
Shower Doors and Frameless Shower Doors	58
Skylight Motorized System	59
Speaker Wire - Typical.....	59
Steam Generator- Installed in Guest Ensuite Bathroom	59
Steel Stairs	59
Tile.....	59
Thermostat.....	60
Vacuum, Built in – upgrade	61
Ventilation	61
Windows	62
CONTACT INFORMATION	64
FINISH SPECIFICATIONS	67
Alarm Pre-Wiring, Residential RF's, Visitor Intercom System, and Camera System.....	67
EMERGENCY &/OR YEAR END.....	68

An Introduction To Your Homeowner Manual

Congratulations on your decision to purchase a new home at Fitzsimmons Walk!

This Homeowner Manual ("Manual") has been designed to assist you following the purchase of your new home. This Manual has been written specifically for the homeowners who purchase their units directly from the Developer. That stated, subsequent owners may also benefit from some of the information contained herein (for example, emergency contact information in the "Emergency Procedures" section). Subsequent owners may also be entitled to unexpired portions of the "2/10/10" warranty (please refer to the "Warranty Services" tab).

This guide is divided into eight main sections (see tabs). The first section takes a look at the professionals that went into making your home the unique piece of craftsmanship it is today. The remaining sections cover a great deal of information including home component care and maintenance, and customer service forms designed to enhance our customer service relationship with you.

Please take time to review this material thoroughly. If you require clarification about any topic discussed, please give us a call. We would be delighted to assist you!

Please note that this manual does not create any legal obligation or covenant between the developer and its original purchasers, their successors, or their assigns. It is not a document that "runs" with title.

Record of Materials Given To Purchasers

The following documents will be turned over to the purchaser on or after the purchaser's possession date. The materials will be included in the Welcome Package.

Appliance - Best By Broan Manual K260A (hood fan);
 Appliance - Built in Refrigerator Use and Care Information (650);
 Appliance - Gas Ranges Use and Care Information R364;
 Appliance - Danby Silhouette Owner's Manual DBC514BLS (media room bar fridge);
 Appliance - Dishwasher Use and Care Manual DW35140 (media room dishwasher);
 Appliance - Food Waste Disposal Owner's Guide;
 Appliance - Fireplaces Unlimited Confirmation of Warranty Letter (bbq);
 Appliance - Jackson Grills Barbeque Manual;
 Appliance - Operating Instructions Dishwasher ASKO D5220 (kitchen dishwasher);
 Appliance - Panasonic Operating Instructions NNSD797S (microwave);
 Appliance - Sirius Coffee Machine Manual;
 Appliance - U-Line Origin Series Use and Care Guide 1175WC (wine fridge);
 Appliance - Trail Appliance Brochure;
 Appliance - Whirlpool Duet Sport Electronic Electric Dryer;
 Appliance - Whirlpool Duet Sport Front Loading Automatic Washer Use and Care Guide;
 Bathroom Exhaust - Carnes Fan Manual;
 Blinds - Crestwood Window Fashions Limited Warranty;
 Cabinets - Bensons Industries Limited Care and Cleaning Letter;
 Cabinets - Bensons Industries Limited Warranty;
 Carpet - Carpet Stain Removal Guide;
 Carpet - Colin Campbell Residential Maintenance Program Guidelines;
 Carpet - Colin Campbell Warranty;
 Carpet - A-Tek Flooring Inc. Carpet Installation Warranty;
 Carpet - Karakul Maintenance (where applicable);
 Carpet - Karakul Warranty (where applicable);
 Condensation - Avoiding Condensation Problems;
 Countertop - J.J. Stones Ltd. Warranty;
 Countertop - Recommended Care Instructions for Natural Stone Surfaces;
 Doors - Masonite Residential Warranty for Wood Doors;
 Doors - Taymor Door Hardware Warranty;
 Dryer Exhaust Fantech Dryer Booster Fan Manual;
 Electrical - Lutron Grafik Eye 3000 Series Guide (Lighting system and control unit);
 Fireplace - Fireplaces Unlimited Confirmation of Warranty Letter;
 Form - Property Management "Important Information Form";
 Form - Willis Warranty Schedule D;
 Form - Standard Copy of the Willis Homeowner Policy;
 Form - Fitzsimmons Walk Completion Package Receipt;
 Garage - Garage Door Opener Manual – Liftmaster Model 3255;
 Garage - Garage Door Two Year Limited Warranty;
 Garage - Carnes Ceiling/Wall-Mount Ventilators (garage ventilators);
 Garage - Garage Temperature Sensors -Columbus Electric Installation and Instruction Sheets;
 Garage – Liftmaster Wireless Keyless Entry Manual;
 Garage - S301M User Manual (gas detection device installed in private garage);
 Glass World Maintenance Guide (Bathroom accessories, mirrors, shower doors);
 Glass World Warranty Disclaimer on Shower Doors;
 Glass World Warranty (Bathroom accessories, mirrors, shower doors);
 Hardwood - Arbutus Floors Incorporated Installation Warranty;
 Hardwood - Kentwood Product Warranty, Care and Maintenance Guide;
 Heating – Fan Forced Wall Heater Literature;

Heating – Kickspace Heater Literature;
 Heating– Dimplex Warranty for Wall and Kickspace Heaters;
 Heating - Nu-Heat Tempo User Guide;
 Heating - Nu-Heat Warranty;
 Heating and Cooling - Carrier Owner's Information Manual;
 Heating and Cooling - Carrier/Debonair P/N33CS420-01 Manual (thermostats);
 Heating and Cooling - Direct Expansion Fan Coil Units Manual;
 Hot Water Tank - GSW Manual;
 Hottub - Beachcomber Customer Letter;
 Hottub - Beachcomber Hot Tub Owner's Guide;
 Hottub - Beachcomber Warranty;
 Keys - 3 Suite Keys;
 Keys - 2 Mailbox Keys;
 Lighting - Design Lighting Warranty;
 Mircom Piez Electric Mini Horns;
 Painting - Cloverdale Paint – Interior Wall Finishes – 5 Year Warranty;
 Painting - ICI Paints Technical Service Department Bulletin;
 Painting - Fisher Painting Labor Warranty;
 Remotes - 2 Radio Frequency Remotes;
 Remotes - Fobs - Chamberlain Liftmaster Operating Instructions;
 Skylight - Sentry II Window or Light Skylight Motorized System Manual;
 Smart-Tek "How to Activate Your Intercom" Sheet;
 Smart-Tek In-Suite Security Rough-In Sheet;
 Smart-Tek Security System Monitoring Quotation;
 Smart-Tek Visitor Entry & Access Control System Operation;
 Smoke and Carbon Monoxide Alarm Manual;
 Steamcore Spa II Steam Generator Manual;
 Steel Stairs - Wide Open Welding Care and Maintenance;
 Steel Stairs - Wide Open Welding Warranty Letter;
 Telus Welcome Sheet;
 Tile - National Tile (2005) Ltd. Maintenance Guide;
 Tile - National Tile (2005) Ltd. Swirl Marks in Marble Letter;
 Tile - National Tile (2005) Ltd. Warranty;
 Vacuum - First Choice Vacuums Warranty - upgrade; and
 Vacuum - Nilfisk Vacuum Manual.

The Developer of Fitzsimmons Walk

Fitzsimmons Walk was developed by Cressey Whistler Townhomes Limited Partnership and 629220 B.C. Ltd. (collectively referred to as the “Developer”). The Developer is a member of the Cressey Group of Companies (Cressey). Established in 1969, Cressey and its affiliated companies have been instrumental in changing the greater Vancouver skyline and constructing landmark residences throughout the lower mainland in fulfillment of the housing needs of a dynamic marketplace.



With over 200 successful projects to their credit, Cressey has built a solid reputation as innovators of distinctive housing, designed for specific urban sites and lifestyles. The company maintains an unyielding commitment to outstanding workmanship, quality materials and customer satisfaction. Recognized for its excellence, Cressey has earned many prestigious industry awards, including the Georgie Awards from the Canadian Home Builders Association of B.C., and awards of excellence from both the Urban Development Institute and Lower Mainland Municipalities.

The Professionals At Fitzsimmons Walk

Architect

Howard | Bingham | Hill Architects

201 - 1444 Alberni Street
Vancouver, British Columbia
Canada V6G 2Z4

Telephone (604) 688-8254
Fax (604) 688-3323

Howard Bingham Hill Architects is a medium sized Architectural firm of 20 ± persons offering a diversity of talent, experience and expertise which are blended and applied to the various tasks involved in the design process as the needs require. They have been providing consulting architectural services to Public and Private Clients from the inception of the practice in 1961. Howard | Bingham | Hill Architects has consistently rated in the top ten ± architectural firms in British Columbia according to Business in Vancouver.

Howard Bingham Hill Architects maintains an active presence in the development field and general institutional field with a wide portfolio of Clients. Current and recent projects include development in South East False Creek and facilities in Kamloops and Williams Lake for the Thompson Rivers University.

Howard Bingham Hill Architects believe their operating principles, overall philosophy and relationship with their Clients is critical to their success in the design field. They consider design a continuous process wherein "Architectural Solutions" evolve through a rational exercise involving the assessment of project parameters, needs and related criteria and their analysis and creative translation into a definitive architectural statement and a functional/cost effective built form. They consider the Client an integral part of the design process and a critical member of the Design Team.

Interior Designer

InSight Design Group Inc. is a Vancouver based interior design firm with a focus on single and multi-family developments, marketing presentation centres and private residential projects. Our talented interior designers, building technologists and project managers are essential to the successful completion of every project. We are a dynamic group committed to an enthusiastic team approach to all we do.

Over the past 10 years of business, InSight Design Group Inc. has designed and been involved with some of the most successful developments and projects in Vancouver and the Lower Mainland.

INSIGHT

Warranty Provider



The Willis Warranty:

- Decades of international experience in providing residential warranty programs;
- The financial strength and stability of Commonwealth Insurance – billions of dollars in assets and capitalization;
- Client-focused claims handling.

Your Willis Warranty builder has met our strict guidelines:

- Rigorous and demanding “Best Practices” standards;
- Numerous reviews by a team of independent structural and building envelope engineers;
- A superior record of stability, performance and customer service.

Willis:

- Is one of the largest insurance brokers and risk consultants in the world – based in London, UK;
- Has over 13,000 employees in 300 offices around the globe and across Canada.

Sample Copy of The Willis Canada Inc. Homeowner Warranty

WILLIS CANADA INC.

1500 – 1095 West Pender Street
Vancouver, B.C.
V6E 2M6

Policy No. WCI

DECLARATIONS

THE INSURANCE COMPANY (IES) SIGNATORY HERETO
(Hereinafter Called The Insurer(S))
FOR THEIR RESPECTIVE INTEREST
BY THIS POLICY AGREE TO PROVIDE WARRANTY COVERAGE TO:

NAME:

CIVIC ADDRESS:

NAME, ADDRESS OF VENDOR/PURCHASER:

COMMENCEMENT DATE:

EXPIRY DATES:

Material & Labour Warranty:

- a. **12 Months** Defects in Material & Labour:
15 Months for Common Property
- b. **2 Years** defects In Materials and Labour supplied for:
 - i. the gas, electrical, plumbing, heating, ventilation and air conditioning delivery systems; and
 - ii. the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the dwelling unit

10 Years Building Envelope Warranty:

10 Years Structural Defects Warranty:

INSURER(S):

Commonwealth Insurance Company
595 Burrard Street, Suite 1500
Box 49115 Bentall Tower Three
Vancouver, BC

IN WITNESS WHEREOF, the Insurer has duly executed this Policy. PROVIDED, however, that this Policy is not valid unless signed by an authorized representative of the Insurer.

Authorized Representative

Date

This Policy is issued and accepted subject to the foregoing provisions and to the following provisions, stipulations and conditions which are hereby specifically referred to and made a part of this Policy, together with such other provisions, agreements or conditions as may be endorsed hereon or added hereto.

LIMITS OF LIABILITY - STANDARD WARRANTY COVERAGE

Pursuant to the cover set out in the **Insuring Agreement** the **Insurer** shall not be responsible for more than:

1. \$200,000.00 (or the purchase price paid by the **purchaser/homeowner**, whichever is less) for a **dwelling unit** in fee simple ownership;
2. \$100,000.00 (or the purchase price paid by the **purchaser/homeowner**, whichever is less) for a **dwelling unit** in a strata titled or **multi-unit project**;

In calculating the cost of claims for standard limits under warranty coverage, the **Insurer** will include:

- a. the cost of repairs;
 - b. the cost of investigation, engineering and design required for repairs; and
 - c. the cost of supervision of repairs, including professional review (but excluding legal costs);
 - d. the living out accommodation expenses.
3. \$100.00 (or the paid amount, whichever is less) per day for reasonable **living out accommodation expenses** actually incurred by the **homeowner** in the event that repairs are required under warranty and the damage to the building or extent of the repairs renders the **dwelling unit** uninhabitable. Coverage under this subsection will continue until the **dwelling unit** is ready for occupancy, subject to the **homeowner** receiving 24 hours advance notice.

INSURING AGREEMENT

The **Insurer** will pay on behalf of the **purchaser/homeowner** during the periods of insurance noted (subject to the terms, conditions, limits, definitions and exclusions contained herein) for:

1. Materials and Labour Warranty

The coverage for the two (2) year material and labour warranty is as follows:

- a. in the first twelve (12) months from the **commencement date**:
 - i. coverage for any **defect** in materials and labour; and
 - ii. subject to definition, coverage for a violation of **building code**.
- b. In the first twenty-four (24) months from the **commencement date**:
 - i. coverage for any **defect** in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems;
 - ii. coverage for any **defect** in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the **dwelling unit**;
 - iii. coverage for any **defect** in materials and labour which renders the new home unfit to live in;
 - iv. subject to definition, coverage for violation of the **building code**.
- c. Non-compliance with the **building code** is considered a **defect** covered by this policy if the non-compliance:
 - i. constitutes an unreasonable health or safety risk; or
 - ii. has resulted in, or is likely to result in, material damage to the **dwelling unit**.

2. Building Envelope Warranty

The coverage for the ten (10) year building envelope warranty is as follows:

- a. In the first ten (10) years, from the **commencement date**, any **defect** that permits unintended water penetration such that:
 - i. it causes material damage to the **dwelling unit**; or
 - ii. it is likely to cause material damage to the **dwelling unit**.

3. Major Structural Warranty

The coverage for the ten (10) year structural defects warranty is as follows:

- a. any **defect** in materials and labour that results in the failure of a **load bearing** part of the **dwelling unit**; and
- b. any **defect** that causes structural damage that materially and adversely affects the use of the **dwelling unit** for residential occupancy.

4. Living Out Accommodation Expenses

The living-out accommodation expenses actually incurred by the **homeowner** at a hotel, motel or other rental accommodation due to repair work that renders the **dwelling unit** uninhabitable.

5. Repair/Replacement of Defects

Any repairs or replacement of **defects** pursuant to this policy shall be covered against **defect** in material and labour until the later of one (1) year from the date of completion of the repair or replacement or to the **expiry date** of the applicable policy coverage.

EXCLUSIONS - PERILS

This warranty does not cover:

1. **Water penetration** or damage caused by:
 - a. breakage of or leakage from plumbing lines or systems;
 - b. fire sprinkler systems;
 - c. irrigation systems;
 - d. broken windows.
2. Weathering, normal wear and tear, deterioration or deflection consistent with normal industry standards.
3. Normal shrinkage of materials caused by drying after construction.
4. Loss or damage arising from the **dwelling unit** being used primarily or substantially for non- residential purposes.
5. Loss or damage that is caused or made worse by a **homeowner** or third party, including:
 - a. negligent or improper maintenance or operation by anyone other than the **vendor/developer/general contractor** or its employees, agents or subcontractors;
 - b. failure of anyone, other than the **vendor/developer/general contractor** or subcontractor, to comply with the warranty requirements of the manufacturers of appliances, equipment or fixtures;
 - c. unreasonable refusal by the **purchaser/homeowner** to permit the **Insurer** or **vendor/developer/general contractor** access to the **dwelling unit** to:
 - i. monitor the **dwelling unit** or its components;
 - ii. inspect for required maintenance;
 - iii. investigate complaints or claims; or
 - iv. undertake repairs under this policy.
 - d. alterations to the **new dwelling unit**, including the conversion of non-living space into living space or the conversion of a **dwelling unit** into two or more units, by anyone other than the **vendor/developer/general contractor**, or its employees, agents or subcontractors while undertaking their obligations under the sales contract;
 - e. any defect in, caused by, materials or work supplied by anyone other than the **vendor/developer/general contractor**, or its employees, agents or subcontractors;
 - f. changes, alterations or additions made to a **dwelling unit** by anyone after initial occupancy, except those performed by the **vendor/developer/general contractor**, its employees, agents or subcontractors;
 - g. changes to the grading of ground by anyone other than **vendor/developer/general contractor** or subcontractors.
6. Failure of the **homeowner** to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to the **Insurer** of a **defect** or discovered or potential **defect** or loss.
7. Insects, rodents or other animals, unless the damage results from non-compliance with the **building code** by the **vendor/developer/general contractor** or its employees, agents or subcontractors.
8. Accidental loss or damage from acts of nature including, but not limited to, fire, explosions, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide and changes in the level of the underground water table which are not foreseeable by the **vendor/developer/general contractor**.

9. Bodily injury.
10. Subsidence of the land around the **dwelling unit** or along utility lines, other than beneath building footings.
11. Diminution in the value of property.
12. A) the actual, alleged or threatened discharge dispersal, seepage, migration, release or escape of **pollutants**, including, without limitation, any liability arising from uninhabitability or health risk attributable to **pollutants**, contaminants or irritants (including, without limitation, the presence or consequence of radon gas or formaldehyde) or attributable to the presence of or proximity to hazardous or toxic materials;
B) any government direction or request to test for, monitor, clean up, remove, contain, treat, detoxify or neutralize **pollutants**.
13. Abnormal loading on floors, that exceeds design loads.
14. Loss or damage to building components and products where:
 - a. The component or product has a manufacturer's warranty; and
 - b. the manufacturer's warranty has been transferred to the **homeowner** (automatically or through necessary action by the **vendor/developer** or **homeowner**); and
 - c. the provisions, terms and conditions applying to the manufacturer's warranty (ie: maintenance requirements) have been provided to the **homeowner** in order to understand the warranty and undertake any action as in required by the warranty;
 - d. the **homeowner** fails to comply with the provisions, terms and conditions applying to the manufacturer's warranty.
15. Implied or expressed warranties or representations made by a **vendor/developer/general contractor** to a **purchaser/homeowner** except as set out in this policy.

EXCLUSIONS - PROPERTY

This warranty does not cover:

1. Materials labour or design supplied by the **purchaser/homeowner**.
2. Loss or damage to personal property of the **homeowner** or occupant, if **dwelling unit** is rented to others by the **homeowner**.
3. Loss or damage to real property or personal property that is not part of the **dwelling unit**.
4. Any materials and/or workmanship furnished or installed or caused to be installed by the **vendor/developer/general contractor** or its subcontractors which is not defective, even though such material or workmanship does not comply with the specifications in a sales agreement or contract.
5. Landscaping (hard and soft) including plants, fencing, detached patios, planters, gazebos, and similar structures.
6. Non-residential structures, including detached recreation facilities, sheds, detached garages or carports, or outbuildings or any structure or construction not attached to or forming an integral part of a building or **dwelling unit**.
7. Any commercial use area and any construction associated with a commercial usage.
8. Roads, curbs and lanes.
9. Any construction or component not situated on private property.
10. Site grading and surface drainage, except as required by the **building code**.
11. The operation of municipal services, including sanitary and storm sewer.

12. Septic tanks or fields.
13. The quality or quantity of water, either from a piped municipal water supply or from a well.
14. A water well, except that the equipment installed for the operation of a water well used exclusively for a home is considered to be part of the plumbing system for that **dwelling unit**.

These exclusions do not include:

1. **Driveways** or **walkways**;
2. Recreational facilities situated in or included as the common property of a **dwelling unit**.
3. A parking structure situated in a **multi-unit building**.
4. Retaining walls required by the authority having jurisdiction to be engineered or is reasonably required for the direct support of, or retaining soil away from a **dwelling unit, driveway** or **walkway**.

MEDIATION

1. If a dispute between the **Insurer** and a **homeowner** arising under this policy cannot be resolved by informal negotiation within a reasonable time, the **homeowner** may, at the **homeowner's** sole election, require that the dispute be referred to mediation by delivering to the **Insurer** a written request to **mediate**.
2. If the **homeowner** delivers a request to mediate under subsection (1), the **Insurer** and the **homeowner** must attend a **mediation session** in relation to the dispute.
3. In addition to the requirements of subsection (2), the **Insurer** or a **homeowner** may invite to participate in the **mediation** any other party to the dispute who may be liable.
4. Within twenty-one (21) days after the **homeowner** has delivered a request to mediate under subsection (1), the parties must, directly or with the assistance of an independent, neutral person or organization, jointly appoint a mutually acceptable **mediator**.
5. If the parties do not jointly appoint a mutually acceptable **mediator** within the time required by subsection (4), the **homeowner** may apply to a **roster organization** which must appoint a **mediator** taking into account:
 - a. the need for the **mediator** to be neutral and independent;
 - b. the qualifications of the **mediator**;
 - c. the **mediator's** fees;
 - d. the **mediator's** availability;
 - e. any other consideration likely to result in the selection of an impartial, competent and effective **mediator**.
6. Promptly after a **roster organization** selects the **mediator** under subsection (5), the **roster organization** must notify the parties in writing of that selection.
7. The **mediator** selected by a **roster organization** is deemed to be appointed by the parties effective the date of the notice sent under subsection (6).
8. The date, time and place of the first **mediation session** must be scheduled by the **mediator**, and the first **mediation session** must occur within twenty-one (21) days of the appointment of the **mediator**.
9. Despite subsection (2), a party may attend a **mediation session** by representative if:
 - a. the party is under legal disability and the representative is that party's guardian ad litem;
 - b. the party is not an individual; or
 - c. the party is a resident of a jurisdiction other than British Columbia and will not be in British Columbia at the time of the **mediation session**.
10. A representative who attends a **mediation session** in the place of a party referred to in subsection (9):

- a. must be familiar with all relevant facts on which the party, on whose behalf the representative attends, intends to rely, and
 - b. must have full authority to settle, or have immediate access to a person who has full authority to settle, on behalf of the party on whose behalf the representative attends.
- 11. A party or representative who attends the **mediation session** may be accompanied by counsel.
- 12. Any other person may attend a **mediation session** if that attendance is with the consent of all parties or their representatives.
- 13. At least seven (7) days before the first **mediation session** is to be held, each party must deliver to the **mediator** a statement briefly setting out:
 - a. the facts on which the party intends to rely, and
 - b. the matters in dispute.
- 14. Promptly after receipt of all of the statements required to be delivered under subsection (13), the **mediator** must send each party's statement to each of the other parties.
- 15. Before the first **mediation session**, the parties must enter into a retainer with the **mediator** which must:
 - a. disclose the cost of the **mediation** service, and
 - b. provide that the cost of the **mediation** will be paid:
 - i. equally by the parties, or
 - ii. on any other specified basis agreed by the parties.
- 16. The **mediator** may conduct the **mediation** in any manner he or she considers appropriate to assist the parties to reach a resolution that is timely, fair and cost-effective.
- 17. A person must not disclose, or be compelled to disclose, in any proceeding oral or written information acquired or an opinion formed, including, without limitation, any offer or admission made in anticipation of or during a **mediation session**.
- 18. Nothing in subsection (17) precludes a party from introducing into evidence in a proceeding any information or records produced in the course of the **mediation** that are otherwise producible or compellable in those proceedings.
- 19. A **mediation session** is concluded when:
 - a. all issues are resolved;
 - b. the **mediator** determines that the process will not be productive and so advises the parties or their representatives; or
 - c. the **mediation** session is completed and there is no agreement to continue.
- 20. If the **mediation** resolves some but not all issues, then at the request of all parties the **mediator** may complete a report setting out any agreements that the parties to the **mediation** have made as a result of the **mediation**, including, without limitation, any agreements made by the parties on any of the following:
 - a. facts;
 - b. issues;
 - c. future procedural steps.

DEFINITIONS

1. Building Code

- a. the British Columbia building code established under the *Municipal Act*; or
- b. the Vancouver building bylaw established under the *Vancouver Charter*.

In force at the time that the building permit was issued for the new home or, in jurisdictions where a building permit is not required, in force when construction commences.

2. Commencement Date

a. Fee Simple Homes:

The commencement date for this insurance coverage of a **dwelling unit** held in fee simple is as follows:

- i. for a dwelling unit constructed by a **vendor/developer/general contractor** on land owned by owner, the commencement date is the earliest of:
 1. the date of actual occupancy of the **dwelling unit**;
 2. the granting of an occupancy permit or similar right to occupy by the authority having jurisdiction; and
 3. the date that the **dwelling unit** is completed and ready for occupancy.
- ii. for a **dwelling unit** constructed by a **vendor/developer/general contractor** on land not owned by the **homeowner**, the commencement date is the earlier of:
 1. the actual date of occupancy of the **dwelling unit**;
 2. the transfer of the legal title of the **dwelling unit** to the owner.

For the purposes of subsection (a)(i), in a jurisdiction where occupancy permits are not issued, a **dwelling unit** is deemed to have reached the stage of occupancy when it:

- i. is completed as that terms is defined by the *builders' lien act*; and
- ii. is capable of being occupied.

b. Strata Dwelling Units:

The commencement date for this insurance coverage on a **dwelling unit** comprising the strata lot is the earlier of:

- i. the actual occupancy of the **dwelling unit**; and
- ii. the transfer of legal title to the strata lot.

c. Special Cases:

- i. If an unsold **dwelling unit** owned by a **vendor/developer/general contractor** is occupied as a rental unit, this policy commencement date is the date that the **dwelling unit** is first occupied;
- ii. If the **vendor/developer/general contractor** subsequently offers to sell a **dwelling unit** that is rented, the **vendor/developer/general contractor** must disclose, in writing, to each prospective purchaser, the date on which this policy expires;
- iii. For **multi-unit buildings** not in a strata plan, the commencement date of this policy is concurrent with the date of first occupancy of a **dwelling unit** in the **multi-unit building**.

3. Defect

Subject to the exclusions, conditions and terms of the policy and occurring and reporting during the prescribed periods of insurance and within the limits of liability any construction, including labour and material, that is contrary to the **building code** or that requires repair or replacement due to the negligence of a **vendor/developer/general contractor** or person for whom the **vendor/developer/general contractor** is responsible at law.

4. Driveway

A surface intended and constructed primarily to be used for vehicular access to or from a **dwelling unit**.

5. Duly Authorized Representative

Any representative authorized by the **insurer** to undertake work or perform functions on its behalf.

6. Dwelling Unit

A home, which is a building, or a portion of a building, that is newly constructed and intended for residential occupancy:

- a. that is a single, self-contained residence that usually contains cooking, eating, living, sleeping and sanitary facilities;
- b. that may contain a secondary suite if permitted by local bylaws.

The following homes are also included within this definition:

- a. conversion of non-residential space to "for sale" residential units;
- b. live/work units; and
- c. equity co-operatives

The following homes are not included within this definition:

- a. floating homes;
- b. seasonal dwellings;
- c. manufactured homes; and
- d. hotels, dormitories, institutional buildings, care facilities

7. Expiry Date

The dates referenced on the declaration page and **Insuring Agreement** section of this policy, after which coverage terminates.

8. General Contractor

A residential builder that is engaged under contract by an owner, **developer** or **vendor** to perform or cause to be performed all or substantially all of the construction of a new home and includes a construction manager and project manager. The **general contractor** may also serve as the person or other legal entity that obtains the building permit. The **general contractor** may also serve as the person or other legal entity that obtains warranty and sells the **dwelling unit** to the **purchaser/homeowner**.

9. Insurer

The company or companies noted on the declarations page of the policy that have agreed to provide the coverage set forth in the policy.

10. Insuring Agreements

The general coverages provided by the policy as set forth in the **Insuring Agreements** section of the policy.

11. Living Out Accommodation Expenses

The actually incurred accommodation expenses by the **purchaser/homeowner** at a hotel, motel or other rental accommodation.

12. Load Bearing

Subjected to or designed to carry loads in addition to its own dead load, but does not include a wall element subjected only to wind or earthquake loads in addition to its own dead loads.

13. Mediation

A collaborative process in which two (2) or more parties meet and attempt, with the assistance of a **mediator**, to resolve issues in dispute between them.

14. Mediation Session

A meeting between two (2) or more parties to a dispute during which they are engaged in **mediation**.

15. Mediator

A neutral and impartial facilitator with no decision making power who assists parties in negotiating a mutually acceptable settlement of issues in dispute between them.

16. Multi-Unit Building

A building containing two (2) or more **dwelling units** together with associated common property, if any.

17. Pollutants

Any solid liquid, gaseous or thermal irritant or contaminant, including petroleum products, radon gas, smoke, vapour, soot, fumes, acids, alkalids, chemicals and waste; waste shall include , without limitation , materials to be recycled, reconditioned or reclaimed.

18. Purchaser/Homeowner

The person or persons who purchase the **dwelling unit**:

- a. initially, from the **vendor/developer/general contractor**; or
- b. subsequently, from an existing **homeowner**.

19. Roster Organization

Any body designated by the Attorney General to select **mediators** for the purposes of **mediation**.

20. Secondary Suite

A suite located in and forming part of a **dwelling unit** where the **dwelling unit** remains a single legal title.

21. Subrogation

The lawful substitution of a third party in place of a party having a claim against another party. This means the **insurer** having the right to be substituted for a party it has compensated and sue any party whom the compensated party could have sued.

22. Time Clause

The dates referred to in the declarations are effective 12:01 am, standard time at the address of the **purchaser/homeowner**.

23. Vendor/Developer

The person or other legal entity that obtains the warranty and sells the **dwelling units** to the **purchaser/homeowner**. The **vendor/developer** may also obtain the building permit and construct the **dwelling unit** in fashion similar to that of a **general contractor**. The **vendor/developer** does not include land developers who may be involved in assembling land and selling the land to a **vendor/developer**.

24. Walkway

A surface intended and constructed primarily to be used as a pedestrian access to or from a **dwelling unit** and may include stairs.

25. Water Penetration

A **defect** in the building envelope of a **dwelling unit** which permits unintended water penetration into the **dwelling unit** such that it causes or is likely to cause material damage to the **dwelling unit**.

CONDITIONS

1. Notice to Warranty Provider

The **homeowner** of a **dwelling unit** has a duty to mitigate loss or damage, including damage caused by **defects** (including water penetration) if the **defect** requires immediate attention. This duty is satisfied by providing the **insurer** or it's **duly authorized representative** timely notice in writing of detection of loss or damage. The duty to mitigate survives even if:

- a. the **dwelling unit** is unoccupied;
- b. the **dwelling unit** is occupied by other than the owner;
- c. the **defect** (including **water penetration**) does not appear to be causing damage;
- d. the **homeowner** advises the strata corporation (if the **dwelling unit** is in a **multi-unit project**).

The extent that loss or damage to a **dwelling unit** is caused or exacerbated by the failure of a **homeowner** to take reasonable steps to mitigate, such damage is excluded from coverage.

2. Warranty Program Response – Responding Party

The **purchaser/homeowner** will provide written notice to the **insurer** involving detection of loss or damage. Contact for initial service items should be with the customer service department of the **vendor/developer/general contractor** if the **vendor/developer/general contractor** has such a department. The **purchaser/homeowner** has the option to contact the **insurer** directly, if preferred. This option is particularly appropriate when:

- a. there is a difference in language used by the **purchaser/homeowner**;
- b. the relationship between **vendor/developer/general contractor** and **purchaser/homeowner** has soured;
- c. the **vendor/developer/general contractor** cannot be located;
- d. the **vendor/developer/general contractor** has not responded in a reasonable timely fashion to a claim;
- e. the **vendor/developer/general contractor** does not have a customer service department;
- f. there is a dispute between the **vendor/developer/general contractor** and the **purchaser/homeowner** as to coverage or claim validity;
- g. the warranty term is drawing to a close;
- h. the **dwelling unit** involved is a resale;
- i. the circumstance involves potentially larger claim amounts such as **water penetration** or **structural damage**.

3. Warranty Program – Response Process

The **Insurer** or **vendor/developer/general contractor** shall, upon receipt of notice, promptly make reasonable attempts to contact the **purchaser/homeowner** to arrange for investigation of the claim. The **Insurer** or **vendor/developer/general contractor** shall make all reasonable efforts to avoid delays in responding to a claim, evaluating a claim and scheduling any repairs. Such repairs shall be undertaken in a timely manner, with reasonable consideration for weather, availability of materials and scheduling of crews.

The **purchaser/homeowner** must cooperate in every reasonable effort to investigate the claim including, without limitation granting the right of reasonable access to the **dwelling unit** to monitor, investigate or correct **defects** or to monitor or investigate the **dwelling unit** or its components, including but not limited to required maintenance.

Where, following evaluation of a claim, it is determined that the claim is not valid and will be disallowed, the **Insurer** shall notify the **purchaser/homeowner** of the decision, in writing, setting out the reasons for the decision. Such notice will also set out the process whereby an owner can appeal such a decision under the third-party dispute resolution process (refer to the **dispute resolution** section).

4. Repairs

All repairs or replacements made under this policy shall be completed in a reasonable manner using materials and labour conforming to the **building code** and industry standards.

5. Notice of Claim Prior To Expiry – Vendor/Developer/General Contractor

Prior to the **expiry date**, a **purchaser/homeowner** shall give the **insurer** or **vendor/developer/general contractor** written notice of any specific building **defects** claimed under this policy. Notice to the **insurer**, setting out the building address and policy number, shall be deemed to satisfy the notice requirement to the **vendor/developer/general contractor**.

6. Notice of Claim Prior To Expiry - Insurer

If the **vendor/developer/general contractor** fails to adequately undertake repairs in a reasonable and timely fashion or repairs cannot reasonably be expected to be completed prior to the **expiry date** of the policy, the **purchaser/homeowner** can protect the claim by providing written notice to the **Insurer** within 60 days after the **expiry date** of the policy. The **insurer** is entitled to require that such notice include:

- a. the policy number;
- b. a copy of the notice to the **vendor/developer/general contractor**;
- c. a copy of other correspondence between the **purchaser/homeowner** and the **vendor/developer/general contractor**.

7. Change of Dwelling Unit Ownership/Transferability

The coverage provided by this policy pertains solely to the **dwelling unit**. No notice of change of ownership to the **Insurer** is necessary. All unused benefits under this policy are automatically transferred to any subsequent **homeowner**. Notice of expiry of this policy shall be sent to the occupant of the home. This policy is enforceable though there is no privity of contract between **purchaser/homeowner** and **vendor/developer/general contractor**.

8. Disclosure of Claims History of Insured Dwelling Unit

The **Insurer** or its **duly authorized representative** will, upon the request of the **homeowner**, provide a statement of claims made applicable to the **dwelling unit**. Such a statement shall include not less than the following information:

- a. type of claim made;
- b. resolution of claim;
- c. type of repair performed;
- d. date of repair;
- e. cost of repair.

9. Subrogation

Where the **Insurer** makes payment or assumes liability for any payment or repair under this policy:

- a. the **Insurer** is **subrogated** to all rights of recovery of the **purchaser/homeowner** against any person or persons who may have caused or contributed to the requirement for the payment or repair under this policy;
- b. the **Insurer** may bring action at its own expense, in the name of the **purchaser/homeowner** or of the **Insurer**, to enforce such rights;
- c. where the **Insurer** has pursued **subrogated** rights, the **purchaser/homeowner** shall fully support and assist the **Insurer** in the pursuit of those rights, if the **Insurer** pursues such rights.

10. Implied/Expressed Warranties or Representations

Implied or expressed warranties or representations made by the **vendor/developer/general contractor** to the **purchaser/homeowner** are not binding upon the **Insurer**, except as set out in legislation or regulation.

11. Delay or Repair Permitted

After the expiry of the workmanship and materials portion of coverage, the **Insurer** may defer **defect** repairs in the building envelope or structure until material loss damage or adverse effect occurs to the building, provided such occurs on or prior to the applicable **expiry date**. Where damage has not occurred at the applicable **expiry date**, but where it is likely that premature damage to the building will result from the **defect**, the **Insurer** shall repair the **defect**.

12. Misrepresentation

This policy will be voidable in the event of material misrepresentation or misdescription by the **purchaser/homeowner**. Such voidability does not transfer to subsequent purchaser/**homeowner**.

13. Fraudulent Acts

If any claim is fraudulent, or if fraudulent means or devices are used by the **purchaser/homeowner** or any person acting on behalf of and with the consent or knowledge of the **purchaser/homeowner**, in order to gain benefit under this policy or if any damage be occasioned by the willful act of or with the connivance of the **purchaser/homeowner**, all benefits under this policy to the **purchaser/homeowner** will be forfeited.

The Process

Long before you moved into your home at Fitzsimmons Walk, the construction process involving numerous craftsmen and hundreds of different materials was underway. We believe that the homeowner should be aware of some of the interesting processes that went into each home.

Variations

Products used during the construction process may change due to circumstances beyond the Developer's control. For example, variations in products may occur as a result of supplier/assembly line changes, industry changes, and procurement changes. In all instances, as required by your purchase agreement, any substitution of method or product shall be of equal or better quality than the original specification. These changes may lead to variations within the same type of unit.

Variations within the same type of unit will also occur if the purchaser elected to pay for an upgrade option.

Quality Assurance Program

The Developer strives to produce the highest possible caliber of home. The Developer's "Quality Assurance Program" places company representatives on-site during the construction process to review every stage and report on any deficiencies they may find. The goal of this program is to identify problems before they are passed over to the next stage in construction. The "Quality Assurance Program" endeavors to minimize deficiencies present at the time you take possession of your new home.

Delivery Date

The delivery date for your home (the date the unit is transferred from the Developer to the first homeowner) begins as an estimate. Until components are completed and the structure is enclosed, this delivery date can be dramatically affected by weather conditions and the availability of labour and materials. Even after the home itself is past weather-related delay potential, the installation of utility services, final grading, concrete flatwork, etc. can still affect the delivery date. City occupancy permits are acquired once these elements are complete. Please understand that the trades are as eager as you to get caught up and deliver your home on time.

***** Depending on availability of labour and materials, weather conditions, site conditions and the construction process, some homes may not be completed by their scheduled delivery dates *****

Important Information

Congratulations on your new residence! This section of your Manual explains and refers to important information regarding your new home. Please take the time to read and understand the information collected herein.

The “Emergency Procedures” Tab

This section of the Manual outlines:

- who to contact in the event of an emergency; and
- procedures to follow in the event of an emergency.

The “Contact Information”, and “Finish Specification” Tabs

The Fitzsimmons Walk “Contact Information” and “Finish Specifications” tabs contain particulars on your new home. Please refer to these sections before contacting the Developer or property manager for information.

The “Warranty Service” and “Forms” Tab

Please refer to the “Warranty Service” section of this Manual for particulars concerning warranty service procedures. Please note that requests for service will only be honored if the “Service Request Form” is sent in either by e-mail, fax or registered mail. You can find a copy of the “Service Request Form” behind the “Forms” tab.

Maintenance – Protecting Your Investment

As with an automobile, your new home requires attention and maintenance from the first day of your possession. For your convenience, we have assembled a “Home Components” section in this Manual, which describes routine maintenance procedures for your home’s many components. This section also provides information on home component warranties.

Please read the care and warranty information provided by the trades; for example, “Recommended Care Instructions for Natural Stone Surfaces”. This information was included in your Welcome Package. Where the manufacturer information contradicts information included in this Manual, please defer to the manufacturer’s care and warranty guidelines.

Utility Service Account Responsibility

Homeowners are responsible for utility costs from the date of possession (the day after ownership is transferred from the Developer to the homeowner).

Your utility service account (electrical, natural gas) must be set up before your date of closing. This is extremely important as your electrical and natural gas service will be discontinued if you do not transfer the account into your name. In addition, a penalty fee of \$50 plus outstanding bills from the date of closing will apply.

ELECTRICAL SERVICE: Your electrical service is provided by BC hydro. You can activate an account by either calling BC hydro customer accounts division at 604 224-9376, or by filling out and forwarding a BC hydro transfer form. A BC hydro transfer form is included in the appended sleeve at the end of the Manual. If you have never had a BC hydro utility account, you will need to supply some personal information and a reference from a friend or family.

NATURAL GAS, where applicable: Your gas service is provided by Terasen Gas. You can activate an account by calling Terasen Gas Customer Service at 1-866-979-4959. *If you smell*

gas at any time, please call the emergency line at 1-800-663-9911. This number should be recorded where it can be easily accessed in case of an emergency.

TELEPHONE and INTERNET: Telus requires lead-time to book your phone and internet connections. The phone number for connection is 604 310-2255.

CABLE SERVICE: Contact the local cable company of your choice. Please note Telus and Shaw's numbers are 604 310-2255 and 604 629-8888 respectively. Be aware that cable companies may require lead-time for appointments; as such, it is best to call before you take possession of your home. *For information on Telus' services, please review the Telus information sheet that was included in your Welcome Package.*

NEWSPAPER DELIVERY: The Vancouver Sun and Vancouver Province have access to Fitzsimmons Walk for delivery. For subscription or any other inquiry, please call 604 605-2111, or use the web @ www.vancouversun.com.

Keys and Fobs

On your possession date, you were handed 3 suites keys, 2 mailbox keys and 2 radio frequency remotes ("RF remote(s)"). The suite keys open all doors, including patio doors with locksets. The RF remotes will open your parkade gates, and any other applicable door.

Each RF remote has a unique identification number. The number on the back of the RF remote has been assigned to your suite, and programmed for access to the building. Each time you use your RF remote to access the building, your transaction will be monitored via a computer. If you lose an RF, please report it **immediately** to your property manager; the manager will delete it from the system, thereby maintaining the security of the building.

Visitor Access to your Suite

The building is equipped with a Sentex visitor entry system. The Sentex system utilizes a "phone-line" system which enables visitors to connect to your phone whether you are using standard phone service, Voice Over IP (VOIP) Cellular, or digital phone systems as your main telephone device. **An active telephone line is required.** When a visitor calls you from the Sentex visitor entry panel, pressing "9" on your telephone keypad will release the gate and allow your visitor to enter the parkade. Once you have pressed "9", you will hear the confirmation tones from the Sentex panel letting you know that the operation was successful.

To deny access, simply hang up.

Please note, Shaw channel **116 analog** or **399 digital** allows you to view the visitor at the visitor entry panel.

Please remember to fill in and fax the "Smart-Tek How to Activate Your Intercom Form". This form was included in your Welcome Package. It will allow you to choose the name you would like to appear on the building intercom.

Visitor Call Waiting, if applicable

Call Waiting allows you to accept calls from the entry system while you are on an outside call. Call Waiting is a feature you can subscribe to through your phone service provider. Typically, you will hear the "call waiting" tones on the telephone, which indicate that you have a visitor. To grant access, put the outside call on hold and press the number "9" on your telephone. To deny access, press the "*" sign on the telephone.

Camera System

One pinhole and three dome security cameras have been installed within the parkade. The cameras have been installed at the following locations:

- 1 pinhole camera at the visitor intercom panel
- 3 dome cameras in the parkade

Owners can view security camera information on channel **116 analog, or 399 digital**. A DVR will record all information on the security cameras. When the DVR is full (500 giga bites or approximately 3 weeks of information), it will record over the most dated information.

Garbage and Recycling Pickup

As of the date this Manual was printed, your garbage/recycling contract had yet to be negotiated. Please contact the Fitzsimmons Walk strata manager for more information (Alex Hoelk, Whistler Resort Management: 604-932-2972 ext. 243).

Water Shutoffs

As soon as possible, please re-familiarize yourself with the location of the water shutoff valves in your home. These were pointed out to you during your initial orientation. Shut offs are usually located in the storage rooms of your suite (concealed behind the removable panels), below the sinks, behind the toilet, and/or in the laundry closets. Should you notice a plumbing leak, turn the water off at these shutoffs, and immediately contact your property manager or our Customer Service Department. Refer to the "Emergency Procedures" tab for contact information.

Bathroom Exhaust Fan

As required by the British Columbia Building Code (BCBC), principal exhaust fans, such as those in the main bathrooms, must be on for a minimum of 8 hours per day. This requirement can be increased, but it will never be decreased. To comply with this requirement, both your main and guest ensuite bathroom fans have been set to run between between 9 am and 5 pm daily.

Please be aware that tampering with the fan timer operation (and not meeting the minimum requirements) will void your entire home warranty.

Dryer Booster Fan

A booster fan has been installed to work in concert with the dryer. This fan will engage when the dryer is on to assist in moving condensation out of the building. If a disconnect switch is present, it will be installed in the laundry closet beside/adjacent the dryer - please note this switch has been set in the "on position" for optimum dryer performance.

Please be aware that tampering with the disconnect switch, by turning it to the off position, will void your entire home warranty. This switch should be used for service reasons only.

Heating and Cooling

Your new home is built with a heating and cooling system. For more information, please refer to the Home Components section of this Manual.

Thermostat for Heating and Cooling System

Your heating/cooling thermostat is a Carrier/Debonair P/N 33CS420-01. For more information, please refer to the Home Components section of this Manual.

Heat Trace for L2/L3 Balconies (downhill units) & L3/L4 Balconies (uphill units)

The above noted balconies include a heat trace system. For more information, please refer to the Home Components section of this Manual.

Hot Tub

Failure to follow the supplier's start-up procedure will void your hot tub warranty. For more information, please refer to the Home Components section of this Manual.

Manufacturer's Literature

The products installed in your home come with manufacturer care guides and warranties – please take the time to read them. These guides and warranties were provided to you on your possession date. They were included in your Welcome Package. The information contained in the manufacturer's literature will **not** be repeated here.

We make every effort to keep the information in this Manual current. If any detail in our Manual conflicts with the manufacturer's information or recommendations, please follow the manufacturer's recommendations.

Activate specific manufacturer's warranties by completing and mailing in registration cards (which should be located in the manufacturer's literature). In some cases, manufacturer's warranties may extend beyond the first year; therefore, it is in your best interest to know about such coverages.

Warranty Service

Warranty Description

The Developer has constructed your home with carefully selected materials and the effort of experienced craftsmen. Although this group works from detailed plans and specifications, no two homes are built exactly alike. Each home is unique; in fact, a home is one of the last hand-built products left in the world.

Each home requires care administered by the homeowner from the very first day. Regular maintenance is essential to maintaining a quality home for a lifetime. **Neglecting routine maintenance can not only erode home value, it can also affect the overall desirability of the community. Most importantly, it can void warranty coverage on all or part of your home!**

The Developer is a licensed builder registered with the Homeowner Protection Office. Our licensed builder's warranty is backed by third party insurance, as per the BC Homeowner Protection Act. Willis is the third party insurance provider at Fitzsimmons Walk.

The Developer, in conjunction with Willis, has arranged for one of the most comprehensive warranties in the industry. The following table describes the timelines and lengths of the "2/10/10" coverage:

<u>Warranty length</u>	<u>Coverage description (please consult the Willis home warranty policy for more details)</u>
12 months	Coverage for any defect in materials and/or labour
15 months	Coverage for any defects in materials and labour in the common property of a multi-unit building **
24 months	Coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems. In addition, coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the dwelling unit.
10 years	Building envelope warranty
10 years	Structural defects warranty

** Common property is considered all the areas outside of your home bounded by your strata lot. For the purpose of this warranty, limited common property (areas outside of the outer walls exclusively for your strata lot's use) is also included under the coverage.

Should a dispute arise between the homeowner and the Developer regarding a warrantable construction item, both this Manual and the Willis home warranty will serve as the standard to settle such disputes.

Deficiency and Warranty Repairs

There will only be **one** initial orientation per suite. A subsequent purchaser will **not** have an opportunity to conduct a second walkthrough with the Developer. Further, all purchaser warranties will be linked to the initial sale closing date. As such, a subsequent purchaser will only benefit from the **unexpired portions** of the warranties. For example, a subsequent purchaser's Year End Warranty will expire one year, less one day, **after the initial sale closing date**. Please refer to both the Year End and 2nd Year End Corrective Periods for warranty information. .

The closing date between the Developer and the purchaser will be called the "initial sale closing date".

Initial Orientation

Inspection Period: *Approx. 1-8 weeks prior to the initial sale closing date*

The Customer Service Department will contact the purchaser to set up an initial orientation appointment to view the purchaser's new home. The target appointment date is approximately 1-8 weeks prior to the initial sale closing date. During the inspection, a customer service representative will:

- a. Introduce the purchaser to the various components of his/her new home (for example, water and gas shut off locations etc); and
- b. Make a deficiency list of any outstanding construction deficiencies.

The Developer will endeavor to complete any outstanding deficiencies within a reasonable period **following** the initial sale closing date. As noted above, if the purchaser sells the unit after the orientation, he/she must inform the subsequent purchaser that the orientation has been conducted, and that only those deficiencies found during the initial orientation will be remedied.

It is not the responsibility of the Developer to obtain a subsequent purchaser's contact information. If the Developer cannot reach a subsequent purchaser, the file will be closed and the deficiencies deemed completed.

Year End Corrective Period

Inspection Period: *No earlier than 12 months from warranty commencement date*

One full year less one day after the initial sale closing date, the homeowner has a second opportunity to report construction defects (**please see notes under "Corrective Period Rules and Regulations"**). This is the best time to report defects such as cracking drywall and other cosmetic deficiencies due to shrinking and settling. To facilitate repairs, please complete and forward the "Service Request Form" found at the back of this Manual under the tab "Forms". Warrantable service requests will be entered into our database and dealt with in a timely manner (following the expiry of the Year End Corrective Period).

Corrective Period Rules and Regulations

1. Requests for either emergency or non-emergency warranty service will only be honored if same is in writing. Homeowners must record **all** warrantable requests on the "Service Request Form" found at the end of this Manual (under the tab "Forms"). The homeowner must then either e-mail, mail or fax the form to the Developer using the e-mail/address/fax information noted on the form. If the homeowner mails the "Service Request Form", he/she must do so by registered mail. **We will not accept either emergency or non-emergency service requests that contravene this procedure.**

2. The Developer must receive written request for warranty service **on or before the day the applicable warranty expires. If the homeowner does not deliver his/her written request to the Developer on or before the day the applicable warranty period expires, that warranty will be deemed expired.** The Developer will begin inspecting non-emergency “Year End Corrective Period” warrantable items/“2nd Year End Corrective Period” warrantable requests **after** the applicable warranty period has expired.
3. The Developer will only attempt to contact a homeowner **twice** to arrange a warranty appointment. The Developer will use the owner contact information written on the “Service Request Form”. If the Developer does not hear back from the homeowner within a 30 day period, the warranty work will be considered completed and the file will be closed.
4. The homeowner must be present when the Developer is responding to either emergency or non-emergency warrantable claims. Please ensure that you schedule your service appointments so that you can remain at home until the repairs are completed.
5. The Developer, in its sole discretion, will determine whether or not a service request is warrantable.
6. The Developer will determine whether or not a call is an emergency. Emergencies may include:
 - Plumbing and/or gas leaks; or
 - A total loss of heat, electricity or water.

Before requesting emergency service, please refer to the “Table of Contents” section of this Manual for electrical and plumbing troubleshooting tips.

Note: the Developer will **not** reimburse homeowners for warrantable emergency corrective actions that contravene the “Emergency Procedures” section of this Manual. Please refer to the table of contents for the “Emergency Procedures” page number.

7. Maintenance duties such as sink plug cleanings and burnt out light bulbs will **not** be attended to, as this maintenance is **normal wear and tear** and the responsibility of the homeowner.
8. If the Developer is called to a suite to repair a plumbing clog that has been caused by a homeowner, the Developer will bill the homeowner for same.
9. Damages incurred as a result of condensation and/or poor ventilation will **not** be remedied. Please review the “Avoiding Condensation Problems” literature that was included in your Welcome Package. For more information, please visit www.cmhc.ca. From this site, search for the article “Measuring Humidity in Your Home”.
10. Hardwood damages resulting from either inadequate or excessive suite heat will **not** be remedied. According to your Kentwood warranty, environmental conditions must be maintained with a temperature of 65-75°F (18-24°C), and humidity of 35-55% at all times. A copy of your Kentwood Warranty has been included in your Welcome Package.
11. Tampering with the automatic bathroom fan **will void** your entire home warranty. Tampering with your booster fan switch, by either setting it to the “off” position or otherwise disengaging it, **will void** your entire home warranty.

12. **The Developer is not responsible for appliance repairs after the initial sale closing date.** To facilitate an appliance repair, the owner must contact the appliance service company directly. Please refer to the “Contact Information” tab for the appliance service phone number(s).
13. The Developer will only repair some warrantable items **once** during the term of the warranty (please refer to the “Home Components” section of this Manual for details regarding warranty guidelines). For example, the Developer will come **once**, within the applicable warranty period, to remedy reported cracks in either the drywall or the ceiling. The homeowner will be responsible for remedying subsequent cracks, at the homeowner’s cost.
14. The Customer Service Department will sign off on either a construction or warrantable deficiency if, in the Customer Service Department’s opinion, the applicable deficiency has been remedied to industry standards.

2nd Year End Corrective Period

Inspection Period: *No earlier than 24 months from warranty commencement date*

This is the final scheduled corrective period in the “2/10/10” warranty. During this period, the homeowner should **only** report defects in the electrical, plumbing, heating, and ventilation. In addition, any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or damage to the home is also warrantable. To arrange repairs for warrantable items, please fill out and return the “Service Request Form” found at the end of this Manual under the tab “Forms”. Either e-mail, mail or fax this form to the Developer using the e-mail/address/fax information indicated on the form. If the homeowner mails the “Service Request Form”, he/she must do so by registered mail. The Developer will use its best efforts to complete warranty repairs within a reasonable period of time (following the expiry of the 2nd Year End Corrective Period).

Please refer to the “Corrective Period Rules and Regulations” recorded under the “Year End Corrective Period”. Where applicable, they also apply to the “2nd Year End Corrective Period”. For example, if the homeowner does not deliver his/her written request to the Developer on or before the day the applicable warranty period expires, then that warranty will be deemed expired.

The Developer, in its sole discretion, will determine which “Corrective Period Rules and Regulations” apply to the “2nd Year End Corrective Period”.

Warranty Reporting After 2nd Year End Corrective Period

After the 2nd Year End Corrective Period, the warranty covering materials and labour is complete. For the next 8 years (since 2 years have already passed), the Developer covers warrantable defects in both the building envelope and structural integrity of your home. Report any building envelope and structural integrity problems to your property management company. We will work directly with the property management to remedy warrantable issues.

Common Property and Limited Common Property

Service and warranty on all issues relating to areas outside of your home are dealt with through the property manager. Our customer relations team will work directly with the property manager to have a warranty defect in the common property solved. Please report any defects you notice to your property management company.

Appliances

The Developer is not responsible for repairs to appliances after title is transferred. Fitzsimmons Walk's appliances were supplied by Trail Appliances, ECM (Espresso Coffee Machines Company) and Jackson Grills. If your appliance requires warranty service, please refer to the Emergency Contacts section of this Manual. This section provides contact phone numbers for each of the above noted suppliers. For product information, please contact the Fitzsimmons Customer Service Department directly @ 604-895-0428.

Remember to mail in any registration cards you receive. Being in the manufacturer's records system ensures that the company will contact you in the event of a product recall. . Warranty registration may also be necessary to validate warranties.

THE APPLICABLE WARRANTY PROVIDER MUST BE CONTACTED TO SERVICE A WARRANTABLE REPAIR. THE WARRANTY PROVIDER'S NAMES/NUMBERS ARE LISTED IN BOTH THE EMERGENCY PROCEDURES AND CONTACT INFORMATION SECTIONS OF THIS MANUAL. IF WARRANTY REPAIRS ARE FACILITATED BY A 3RD PARTY, THE WARRANTY WILL BE DEEMED NULL AND VOID, AND THE OWNER WILL NOT BE REIMBURSED FOR THE REPAIRS.

Emergency Procedures

While emergency warranty situations are rare, when they occur, prompt response is essential. You may be able to mitigate or solve plumbing and electrical problems by referring to the troubleshooting tips in the “Home Components” section of this Manual (see table of contents for electrical and plumbing trouble shooting tips). For natural gas and poison control emergencies, please phone the numbers noted on the chart below.

The “Home Components” section of this Manual contains care hints for the maintenance of your home. **Care by you may prevent a problem or emergency. Please note that the home warranty issued by Willis requires the homeowner to mitigate any damage to the home (including damage caused by defects or water penetration as set out in the warranty certificate); failure to do so may prejudice the homeowner’s entitlement to coverage under the warranty.**

An emergency constitutes a:

- total loss of heat when the outside temperature is below 50°F;
- total loss of electricity;
- total loss of water;
- plumbing leak that requires the entire water supply to be shut off; and a
- gas leak.

During normal business hours, the homeowner may contact either the Property Manager or the Developer for any warrantable emergency repairs. Please refer to the “Emergency Contacts” table below for contact numbers. After hours, the homeowner may contact either the Property Manager or the applicable local utility company. If this does not solve the problem, the homeowner may then contact the applicable trade contractor listed in the “Contact Information” section of this Manual.

Please note the Developer will only reimburse the homeowner for after hours emergency costs if the Developer, in its sole discretion, determines that:

1. A warrantable emergency exist;
2. The homeowner did everything and anything necessary to mitigate the damage;
3. The homeowner did not contravene procedures noted in the Manual;
4. **The repairs were facilitated by contractors listed under the “Contact Information” tab in this Manual;**
5. The emergency occurred during the warranty period; and
6. The emergency is not covered by another insurance policy.

Note: If a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed.

Emergency Contacts

	<u>During Business Hours</u> <u>Monday To Friday</u> <u>8:30am To 4:30pm</u>	<u>After Business Hours</u> <u>Weekends & Holidays</u> <u>Weekdays after 4:30pm</u>
Developer	<p><i>Contact:</i> Customer Service & Quality Assurance Department #800 – 925 W. Georgia Street Vancouver, BC V6C 3L2 Tel: (604) 895-0428 Fax: (604) 683-7690 E-Mail: service@cressey.com</p>	<p>Messages may be left @ 604-895-0428. These messages will not be retrieved until on or after the next business day.</p>
Property Manager	<p>Whistler Resort Management Limited <i>Contact:</i> Alexander Hoelk <i>Fitzsimmons Walk Property Manager</i> 202 - 1410 Alpha Lake Road Whistler BC V0N 1B1 Tel: (604) 932-2972 ext 239 Fax: (604) 932-2756 ahoelk@wrm.bc.ca</p>	<p>Whistler Resort Management Limited <i>Contact:</i> Fitzsimmons Walk On Call Property Manager 202 - 1410 Alpha Lake Road Whistler BC V0N 1B1 Emergency Tel: (604) 932-1218</p>
Appliances: Service Contact Information	<p>Trail Appliances: 604-777-3300 Coffee Machine, ECM: 604-291-6363 Barbeque: 604-415-9330 or 1-250-715-0820</p>	<p>*Trail provides all appliances except the coffee machine and the barbeque.</p>
Plumbing	<p>**During the warranty period, please contact the Developer/Property Manager <i>first</i> to report warrantable plumbing concerns. After hours, please contact your Property Manager.</p>	<p>Whistler Resort Management Limited <i>Contact:</i> Fitzsimmons Walk On Call Property Manager 202 - 1410 Alpha Lake Road Whistler BC V0N 1B1 Emergency Tel: (604) 932-1218</p>
Electrical	<p>**During the warranty period, please contact the Developer/Property Manager <i>first</i> to report warrantable electrical concerns. After hours, please contact your Property Manager.</p>	<p>Whistler Resort Management Limited <i>Contact:</i> Fitzsimmons Walk On Call Property Manager 202 - 1410 Alpha Lake Road Whistler BC V0N 1B1 Emergency Tel: (604) 932-1218</p>
Natural Gas	Available 24 Hours	<p>Emergency Gas Leak Line 1-800-663-9911 Call If You Smell Gas!</p>
Poison Control	Available 24 Hours	<p>Poison Control Line 604 682-5050 or 1-800-567-8911</p>

Home Components

All telephone and web numbers noted in this section were accurate and up to date at the time of printing. This Manual was printed in March of 2009.

If the care/warranty information in this Manual contradicts the manufacturer/trade information, please defer to the latter. The Developer is not responsible for the accuracy or completeness of this Manual, and no legal commitment or obligation shall arise by reason of the Manual or its contents.

The Developer reserves the right to substitute any products with an equivalent or better specification.

Alarm System Pre-Wiring

Homeowner Use and Maintenance Guidelines

All residential suites have been pre-wired to facilitate the installation of a security system. The pre-wiring consists of a Cat5e/18awg two conductor cable from the keypad to the multi-media enclosure. This allows wireless door contacts and motion detectors to be installed throughout your townhome, with the keypads hardwired to the control power. The power outlet for the control panel/telephone line connection (for off-site monitoring of the system) is located in the multi-media enclosure. For more information, please refer to the "Smart-Tek In-Suite Security Rough-In Sheet" that was included in your Welcome Package.

We have also included an alarm installation/monitoring quotation in your Welcome Package. It is titled "Smart-Tek Security System Quotation". Please note the homeowner is responsible for all alarm installation/monitoring costs.

Please remember to test your alarm on a regular basis – once a month is a good rule of thumb.

The Developer makes no representation that an alarm system will provide the protection for which it is installed or intended.

Appliances

Homeowner Use and Maintenance Guidelines

For appliance use and care information, please refer to the product manuals included in your Welcome Package. Where information in this manual contradicts information in the product manuals, please defer to the latter.

Please remember to clean your dryer lint traps after every use. Failure to do so may create a fire hazard and/or poor performance of the dryer.

Initial Orientation and Warranty Guidelines

During your initial orientation, the Developer confirms that all appliances are in acceptable condition. **The Developer is not responsible for repairs to appliances after title is transferred.**

Fitzsimmons Walk's appliances were supplied by Trail Appliances, ECM (Espresso Coffee Machines Company) and Jackson Grills. Trail Appliances provided all of the appliances, with the exception of the coffee machine and barbeque. These appliances were procured from ECM and Jackson Grills respectively.

Remember to mail in any registration cards you receive. Being in the manufacturer's records system ensures that the company will contact you in the event of a product recall. Warranty registration may also be necessary to validate warranties.

YOUR TRAIL APPLIANCES (all appliances except the coffee machine & bbq)

Your Trail appliances are standard, complete with manufacturer's warranties. These warranties are serviceable by Trail Appliances. Be sure to check your owner's manuals for the durations and types of coverages provided by the manufacturers. These manuals were included in your Welcome Package. You may also find warranty and service information on the manufacturer's website, the links to which can be found at www.trailappliances.com.

To give you the most out of your purchase, Trail has negotiated with the manufacturers that their base warranties start the day you legally close on your new home (rather than the day the appliances were shipped to the builder). Trail also sells extended warranty coverage; the homeowner is responsible for extended warranty costs. To inquire about an extended warranty coverage, please contact the **Trail Warranty Centre** directly @ **604-777-0599, ext. 1013**.

To initiate a service call, please contact **Trail Service Centre** directly at **604-777-3300**. During this call, you may be required to provide the model and serial number for the defective appliance, as well as the closing date information on your home. Please note that the appliance warranty will be void if, within the warranty period, the owner contacts another appliance company to repair any warrantable item.

Microwaves are a carry-in warranty. Trail's Squamish depot address/phone number is:

**Squamish TV and VCR Services
1414 Winnipeg Street
Squamish, B.C.
V8B 0B5
604-892-5383**

A Trail Appliance Brochure has been included in your Welcome Package.

YOUR EMC APPLIANCE – ESPRESSO COFFEE MACHINE

Please check your owner's manuals for the durations and types of coverages provided by the manufacturer. This manual was included in your Welcome Package. You may also find warranty and service information on the manufacturer's website, the link to which can be found at www.emc.bc.ca.

To initiate a service call, you need to contact Espresso Coffee Machines Co. @ either **604-291-6363 or 1-800-971-8833**. Please ask for Danny Bresciani. During this call, you may be required to provide the model and serial number for the defective appliance, as well as the closing date information on your home. Please note that the appliance warranty will be void if, within the warranty period, the owner contacts another appliance company to repair any warrantable item.

Coffee machines may be depot warranty (a carry in service). The depot address is 3709 1st Avenue, Burnaby, B.C.

YOUR JACKSON GRILL APPLIANCE- BARBEQUE

Please refer to your “**Jackson Grills Outdoor Gas Barbeque Owner’s Manual**” for warranty and care information. This manual was included in your Welcome Package. You may any also find warranty and service information on the manufacturer’s website, the link to which can be found at www.jacksongrills.com.

If you are experiencing difficulty with your barbeque, please call either Fireplaces Unlimited @ **604-415-9330** or Jackson Grills @ **1-250-715-0820**. During this call, you may be required to provide the model and serial numbers for the defective appliance, as well as the closing date on your home.

PLEASE REMEMBER: THE APPLICABLE WARRANTY PROVIDER MUST BE CONTACTED TO SERVICE A WARRANTABLE REPAIR. THE WARRANTY PROVIDER’S NAMES/NUMBERS ARE LISTED IN BOTH THE EMERGENCY PROCEDURES AND CONTACT INFORMATION SECTIONS OF THIS MANUAL. IF WARRANTY REPAIRS ARE FACILITATED BY A 3RD PARTY, THE WARRANTY WILL BE DEEMED NULL AND VOID, AND THE OWNER WILL NOT BE REIMBURSED FOR THE REPAIRS.

Barbeque

Homeowner Use and Maintenance Guidelines

For information regarding the care and maintenance of your barbeque, please refer to the “Jackson Grills Barbeque Manual” that was included in your Welcome Package.

Warranty Guidelines

For warranty information, please refer to the “Fireplaces Unlimited Confirmation of Warranty” letter that was included in your Welcome Package.

Bathroom Accessories

Homeowner Use and Maintenance Guidelines

For information regarding the care and maintenance of your bathroom accessories, please refer to the “Glass World Maintenance Guide” that was included in your Welcome Package.

Warranty Guidelines

For warranty information, please refer to the “Glass World Warranty” letter that was included in your Welcome Package.

Bathroom Exhaust Fan(s)

Homeowner Use, Maintenance and Warranty Guidelines

For product and warranty information, please refer to the “Carnes Fan Manual” that was included in your Welcome Package.

Please remember, your bathroom exhaust fan(s) has been wired to run 8 hours per day. This is a British Columbia Building Code (BCBC) requirement. **Tampering with the fan timer operation (and not meeting the minimum requirements) will void your entire home warranty.**

Blinds

Homeowner Use, Maintenance and Warranty Guidelines

For product and warranty information, please refer to the "Crestwood Window Fashions Limited Warranty" letter that was included in your Welcome Package.

Cabinets

Homeowner Use and Maintenance Guidelines

For information regarding your cabinets, please refer the "Bensons Industries Limited Care and Cleaning" letter that was included in your Welcome Package.

Here are some additional tips. Where these tips contradict information found in the manufacturer's literature, please defer to the latter.

Grain Differences

Your home contains wood or wood veneer cabinets. Due to the natural variations in wood (and the way wood takes stain), you must expect grain or colour differences between and within the cabinet components.

Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

Moisture

Cabinet surfaces can become damaged or warped when moisture generating appliances are placed too near the cabinet (such as a crock-pot or kettle). When operating such appliances, place them in a location that is not directly under a cabinet. **Please note: we will not correct damage to cabinets due to heat/moisture generating appliances.**

Initial Orientation and Warranty Guidelines

During the initial orientation, we confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. For warranty information, please refer to the "Bensons Industries Limited Warranty" letter which was included in your Welcome Package. During the limited warranty period:

Alignment

Doors, drawer fronts, and handles should be level and even.

Operation

Cabinets should operate properly under normal use.

Separations

We will correct gaps between either the cabinets and the ceiling, or the cabinets and walls by caulking same if the gap exceeds 1/8 inch (locations behind appliances are exempted from this repair).

Warping

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement. Please note: the warranty coverage will not apply to cabinets that

warp as a result of heat damage from either a stove, kettle or other heat/moisture generating appliance.

Wood Grain

As previously stated, readily noticeable variations in wood grain and colour are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

Carpet

Homeowner Use and Maintenance Guidelines

For care and maintenance information, please refer to the following documents:

- “Colin Campbell Residential Maintenance Program Guidelines”;
- “Karakul Maintenance (where applicable)” ; and the
- “Carpet Stain Removal Guide”.

This information was included in your Welcome Package.

For additional care tips, please review the following. Where these tips contradict information found in the manufacturer’s literature, please defer to the latter.

Burns

Take care of any kind of burn immediately. First snip off the darkened fibers, then use a soapless cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Cleaning

You can add years to the life of your carpet with regular care. Carpets wear out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Have your carpet professionally cleaned regularly.

Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

Fading

Science has yet to develop a colour that will not fade with time. All carpets will slowly lose some colour due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

Filtration

If interior doors are kept closed while fans are operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.

Fuzzing

In loop carpets, fibers may break. Simply clip the excess fibers. If fuzzing continues, call a professional.

Pilling

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

Rippling

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee-kicker.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible.

Shading

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker or lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

Shedding

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

Snags

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

Sprouting

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

Stains

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include, but are not limited to, hair dyes, shoe polish, paints, and india ink. Some substances destroy or change the colour of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly coloured natural dyes (as found in some brands of mustard and herbal tea).

Refer to carpet care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

Static

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

Initial Orientation And Warranty Guidelines

During your initial orientation, we confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Will also ensure that the edges of carpets (along moldings and stair edges), are held firmly in place. Please note that in some areas, metal or other edging material may be used where carpet meets with another floor covering. Please note, **we are not responsible for:**

- **Carpet seams - carpet seams will be visible.** We will only repair carpet gaps or frays noted during the initial orientation.
- **Dye lot variations - the Developer is not responsible for dye lot variations if replacements are made.**

For information concerning your product warranty, please refer to the "Colin Campbell Warranty" and the "Karakul Warranty (where applicable)". For information concerning your carpet installation warranty, please refer to the "A-Tek Flooring Inc. Carpet Installation Warranty" that was included in your Welcome Package.

Closet Shelves and Organizers

Homeowner Use, Maintenance and Warranty Guidelines

Your closet shelves and organizers were provided by Burj Enterprises Ltd. For maintenance and warranty information, please contact Burj Enterprises Ltd. directly at **604-902-3850**.

Condensation

Homeowner Use and Maintenance Guidelines

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home, combined with low outside temperatures and inadequate ventilation.

Some experts have estimated that a typical new home contains many gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather adds more moisture. This moisture evaporates into the air as you live in your home, adding even more moisture to that which is already generated by normal living activities. Over time, this source of moisture will diminish. **To reduce in-suite moisture, please:**

- Do not cover or interfere in any way with the fresh air supply to your suite;
- Keep the dryer exhaust hose clean and securely connected;

- Keep the dryer lint trap clean;
- **Do not interfere with the dryer booster fan. Where applicable, there may also be a booster fan disconnect switch (located beside/adjacent your dryer). If installed, do not turn it off. Failure to follow these instructions will void your entire home warranty;**
- Develop the habit of running the hood fan when you are cooking;
- Run your bathroom fan(s) when taking a shower or bath. Continue running the fan(s) for approximately 1 hour following your shower or bath. **Failure to follow this instruction will void your entire home warranty;**
- Do not tamper with the main bathroom fan timer. It is wired to run 8 hours each day. **Tampering with same will void your entire home warranty;**
- Leave several windows slightly open during spring, summer, fall and winter. This will allow humidity to escape (we have found that the fan alone does not lower humidity enough during the wet, cold winter). This will also prevent excessive moisture from forming on the inside of your windows. Keeping windows slightly open throughout the year will help:
 - a. Keep the air in your suite fresh;
 - b. Prevent damage to your possessions; and
 - c. Prevent damage to your suite.
- Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air. Drying materials out too fast also increases shrinkage cracks and separations.

Examples of damage are:

- Mold growing on window frames, drywall and other surfaces (very unhealthy!);
- Cords on the window blinds swelling, making the blinds hard to operate and likely to break; and
- Water filling the bottom window track and damaging the drywall and wood sill beside it.

If your windows are fogged up or wet on the inside, you are damaging your home.

Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Your daily routine can mitigate the amount of moisture in your home, and reduce condensation on interior surfaces.

For more information, please review the “Avoiding Condensation Problems” literature that was included in your Welcome Package. You may also visit www.cmhc.ca. From here, search for the article “Measuring Humidity in Your Home”.

Warranty Guidelines

Condensation usually results from weather conditions and a family's lifestyle. **The Developer has no control over these factors. The warranty coverage excludes condensation.**

Countertops

Homeowner Use and Maintenance Guidelines

To extend the life of your natural stone countertops, please review the care tips provided by J.J. Stones Ltd.; specifically, the “Recommended Care Instructions for Natural Stone Surfaces”. These instructions were included in your Welcome Package. **It is extremely important to review and implement the recommended care requirements. If countertops are not cared for in accordance with J.J. Stones’ guidelines, their warranty covering same will be void. If you**

have ANY questions about the maintenance of your natural stone countertops, please contact J.J. Stones directly at 604-279-1983.

Here are some additional tips. Where these tips contradict information found in the manufacturer's literature, please defer to the latter.

Cutting Board

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

Mats

Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.

Natural Stone Cleaning, as per the J.J. Stones literature included in your Welcome Package

Keeping your natural stone **clean** is critical to maintaining the original appearance of your countertop. "Clean surfaces with a stone safe cleaner. Use a soft cloth for best results. Don't use more than the recommended amount of any cleaning product. Too much may leave a film, causing streaks. Do not use products that contain lemon, vinegar or other acids on marble, travertine or limestone as these can etch the surface of the stone. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface" (J.J. Stones). Most stone and ceramic tile outlets carry cleaners that are specially designed to properly care for these fine surfaces.

Natural Stone Sealing, Where Applicable

Please refer to the J.J. Stones literature to determine whether or not your countertop requires sealant. This literature was included in your Welcome Package. If you require additional information, please contact J.J. Stones directly at 604-279-1983.

For countertops requiring sealant:

Keeping your natural stone **sealed** is critical to maintaining your countertop's original appearance. Material should be re-sealed until it no longer accepts additional sealant. Coats of sealant are usually applied 24 hours apart, so that the sealant may soak in and harden. This process of re-sealing will help eliminate stains from occurring. Countertops are factory sealed; however, they will require frequent re-sealing throughout their life span. Sealing should be re-applied once a month – you can do it yourself or call in a professional. Please refer to the J.J. Stones literature for information regarding sealants. Most stone and ceramic tile outlets carry sealants that are specially designed to properly care for these fine surfaces.

Initial Orientation and Warranty Guidelines

During your initial orientation, we confirm that all countertops are in acceptable condition. Please remember that stone countertops are a natural product, and will have variations in grain and texture. Stone surfaces may even have fissures and/or tiny pinholes. Grain variations, fissures and tiny pinholes are all acceptable conditions, as they occur naturally in the formation of stone.

We will repair the following surface damage noted during the initial orientation:

- Chips; and
- Cracks that extend from the surface of the slab, into the stone and through the grain. All other cracks will be deemed fissures, and will not be repaired.

Repair of surface damage noted subsequent to the closing is one of your home maintenance responsibilities.

Please refer to the “J.J. Stones Limited Warranty” for more warranty information.

Also note:

Separation From Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. The Developer will re-caulk reported areas **one** time during the Year End Corrective Period (see the “Warranty Services” tab). Subsequently caulking will be your home maintenance responsibility.

Disposal – Food Waste

Homeowner Use, Maintenance and Warranty Guidelines

For product maintenance and warranty information, please refer to the “Food Waste Disposer Owner’s Guide” that was included your Welcome Package.

Doors

Homeowner Use and Maintenance Guidelines

Wood doors are subject to natural characteristics of wood, such as shrinkage and warpage. Natural fluctuations caused by humidity, showers, dishwashers, temperature extremes, etc. can result in interior doors needing minor adjustments. To best care for your home’s doors, please read the tips listed below:

Failure To Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising), and raising or lowering the plate accordingly.

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a bit of grease to it. Avoid using oil, as it can gum up or attract dirt. Failing to lubricate hinges will cause them to wear and deposit black soot on the carpet or flooring.

Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.

Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Avoid slamming doors.

Sticking

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. During a damp season, a door may stick more frequently. Do not plane the door during this time unless it continues to stick after the weather changes.

Before planning a door because of sticking, try two other steps: first, apply either a paste wax, a light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Weather Stripping

Weather stripping (sealer around door opening) and exterior door thresholds (bottom plate of door) occasionally require adjustment or replacement.

Initial Orientation and Warranty Guidelines

During the initial orientation, we confirm that all doors are in acceptable condition and correctly adjusted. We will repair construction damage to doors noted on the initial orientation list. For door warranty information, please refer to the "Masonite Residential Warranty for Wood Doors". This warranty was included in your Welcome Package.

Please note, the following door defects are covered by a one year limited warranty:

Adjustments

Because of normal settling of the home, doors may require adjustment for proper fit. The Developer will make such adjustments during the first year.

Panel Shrinkage

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, we will repair split panels that allow light to be visible during the first year.

Warping

The Developer will repair doors that warp in excess of 1/4 inch during the first year warranty period, within our warranty procedure.

Dryer Booster Fan

Homeowner Use and Maintenance Guidelines

A booster fan has been installed to work in concert with the dryer. This fan will engage when the dryer is turned on to assist in moving condensation out of the building. If a disconnect switch has been installed in the laundry closet, please leave it in the "on (up) position".

PLEASE BE AWARE THAT TAMPERING WITH THE BOOSTER FAN AND/OR THE BOOSTER FAN SWITCH WILL VOID YOUR ENTIRE HOME WARRANTY.

Warranty Guidelines

For warranty information, please refer to the "Fantech Dryer Booster Fan Manual" that was included in your Welcome Package.

Drywall

Homeowner Use and Maintenance Guidelines

Please review the following drywall maintenance tips:

Ceilings

The ceilings in your home are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

Repairs

With the exception of limited one-time repair service provided by the Developer (see below), care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with drywall filling compound. To correct a nail pop, reset the nail with a hammer and punch. Cover it with drywall filler, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

Initial Orientation and Warranty Guidelines

During the initial orientation, we confirm that drywall surfaces meet industry standards. The “**5 foot, 2 second**” rule will apply during the orientation. Briefly, the “5 foot, 2 second” rule states that a drywall imperfection will only be repaired if you can see same from a standing distance of 5 feet and within a time frame of 2 seconds. If not, it is **not** a defect.

The Developer will **not** repair drywall damage caused after ownership is transferred from the Developer to the homeowner. Repair of drywall damage caused after completion is one of the homeowner’s maintenance responsibilities. Please note it is our experience that drywall surfaces may be damaged during the move in process. As such, please instruct your movers to use extra caution to prevent same.

The following drywall defects are covered by a one year limited warranty. Please refer to section 13 of the “Corrective Period Rules and Regulations” for more information.

One Time Repairs

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of rafters to which the drywall is attached. We will repair drywall shrinkage cracks and nail pops **one** time at the Year End Corrective Period. It is your responsibility to paint these repairs. Touch-ups may be visible.

Repainting the entire wall or the entire room to correct flashing is your choice and responsibility. You are also responsible for custom paint colours or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

Please note: we do not repair drywall flaws that are only visible under particular lighting conditions.

Related Warranty Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or another warranty-based repair (such as a plumbing leak), it is completed by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colours or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area.

Electrical System

Homeowner Use and Maintenance Guidelines

Know the location of the electrical breaker panel; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked

to help you identify which breaker is connected to which major appliance, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Main Electric Breaker Panel

An electrical breaker panel provides the main shutoff breaker for all the electricity in your home. The main electrical breaker panel is usually located in either the 2nd bedroom, the masterbedroom or the storage closet, behind the applicable room door. Please take the time to note its location.

Breakers

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.

Breakers Tripping

Breakers trip as a result of: plugging too many appliances into the circuit; a worn cord; a defective appliance; or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

If a circuit trips repeatedly, unplug all items connected to it and reset same. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing. Loud buzzing may mean the transformer needs to be replaced.

Fixture Location

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

GFCI (Ground-Fault Circuit-Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms and kitchens (basically, areas where an individual can come into contact with water while holding an electric appliance or tool). One GFCI breaker can control up to three or four outlets. Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. Heavy appliances are not plugged into a GFCI receptacle, as they will trip the GFCI breaker.

CAUTION: if you plug a refrigerator or food freezer into a GFCI-controlled outlet, the GFCI breaker will trip. The food stored in your fridge/freezer will be ruined. **Our limited warranty coverage does not cover such damage.**

Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

Light Bulbs

You are responsible for replacing burned-out bulbs, other than those noted during your initial orientation. When you do replace bulbs, avoid exceeding the wattage indicated inside the fixture as this may cause a safety hazard and void the warranty on the fixture.

Modifications

If you wish to make any modifications, contact a qualified electrician. The strata corporation will have a complete list of contacts, or you may reference our sub-trades in contact information of this section. Having another electrician modify your electrical system during the warranty period may void that portion of your limited warranty.

Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker. If you cannot identify the problem, and it is occurring within your warranty period, contact either the Developer or the electrician noted in the "Contact Information" section of this Manual. If the warranty period has expired, contact the certified electrician of your choice.

Troubleshooting Tips: Electrical

No Electrical Service Anywhere In The Home

Before calling for service, check to confirm that the:

- ***Service is not out in the entire area. If so, contact the utility company.***
- ***Main breaker and individual breakers are all in the on position.***

No Electrical To One Or More Outlets

Before calling for service, check to confirm that the:

- ***Main breaker and individual breakers are all in the on position.***
- ***Applicable wall switch is on.***
- ***GFCI is set (see details on GFCIs, earlier in this section).***
- ***Item you want to use is plugged in.***
- ***Item you want to use works in other outlets.***
- ***Bulb in the lamp is good.***

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call

Initial Orientation and Warranty Guidelines

During the initial orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. The warranty excludes any fixture you supplied. We provide the following limited electrical warranty:

Designed Load

During the 1st two years of the warranty, the Developer will repair any:

- a. Electrical wiring that fails to carry its designed load to meet specifications (with the exception of alarm pre-wiring); and
- b. Electrical outlet, switch or fixture that does not function as intended.

Please note this warranty does not cover either:

- **GFCI (Ground-Fault Circuit-Interrupters)**
Food spoilage that results from plugging refrigerators or freezers into a GFCI outlet; or
- **Power Surge**
Power surges. Power surges are the result of local conditions beyond the control of the Developer and are excluded from limited warranty coverage. These can result in burned-out

bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes are excluded from limited warranty coverage.

If a warrantable deficiency occurs within the warranty period, please contact either the Developer or your property manager during business hours. After hours, please contact your property manager. If you do not hear from your property manager, and the deficiency is an emergency that cannot wait until the next business day, please contact our electrical trade. Refer to the “Contact Information” section of this Manual for the property manager’s/electrician’s phone number. If the warranty has expired, please contact the qualified electrician of your choice.

Please refer to the “Emergency Procedures” section of this Manual for more information.

Garage Doors

Homeowner Use, Maintenance & Warranty Guidelines

For care and warranty information, please refer to the following documents:

- Garage Door Opener Manual – Liftmaster Model 3255; and the
- Garage Door Two Year Limited Warranty.

These materials were included in your Welcome Package.

Garage Door Wireless Keyless Entry Pad

Homeowner Use, Maintenance & Warranty Guidelines

A wireless, keyless entry pad has been installed on the parkade side of your garage door. To open the garage door, simply punch in your entry code. To close the garage door, press the close button installed adjacent your townhome door. Please note there is only one close button – it is located in your private parking garage.

For care and warranty information, please refer to the “Liftmaster 377LM Wireless Keypad Entry Manual”. This manual was included in your Welcome Package.

Garage Gas Detection Device

Homeowner Use, Maintenance & Warranty Guidelines

Your private garage is equipped with a gas detection device. For care and warranty information, please refer to the “S301M User Manual”. This manual was included in your Welcome Package.

Garage Fan

Homeowner Use, Maintenance & Warranty Guidelines

For care and warranty information, please refer to the “Carnes Ceiling/Wall-Mount Ventilators” manual that was included in your Welcome Package. Please note the garage fan is tied into the garage gas detection device.

Garage Temperature Sensors

Homeowner Use, Maintenance & Warranty Guidelines

The garage temperature sensor is a hand dial thermostat that can be turned clockwise or counter-clockwise to your desired temperature. If the air temperature in your garage reaches the set point on the thermostat, the garage fan will turn on. The purpose of the fan is to eliminate excess heat. For care and warranty information on the reverse acting thermostat device, please refer to the “Columbus Electric Installation and Instruction Sheets – Line Voltage Thermostat”. This information was included in your Welcome Package.

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

Gas Barbeque Shutoff Valve

All of the units are equipped with a gas outlet for the barbeque. You will find the gas shut off at the outlet. **To turn the gas off, turn the yellow handle 90° perpendicular to the pipe.** Alternatively, to turn the gas on, turn the yellow handle parallel to the pipe. ***We recommend you always turn the gas off once you have finished barbequing.***

Gas Fireplace Shutoff Valve

The townhomes are furnished with both a gas assist wood burning fireplace (living room) and a gas fireplace (master-bedroom). The fireplace manuals contain instructions on how to turn the fireplace gas off. These manuals were included in your Welcome Package.

Gas Oven Shutoff Valve

There is a gas shut off behind the oven. To access the shut off, simply pull the oven away from the wall. Please be careful not to damage the floor.

Gas Leak

If you suspect a gas leak, leave the home and call Terasen Gas at their emergency number, 1-800- 663-9911, immediately.

Warranty Guidelines

The gas company is responsible for leaks up to the main building meter on the exterior of the building. The Developer will correct leaks from the meter to the home for a period of two years after the closing date when the unit is first sold.

Hardware

Homeowner Use and Maintenance Guidelines

Door knobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or lubrication.

Initial Orientation and Warranty Guidelines

We confirm that all hardware is in acceptable condition during the initial orientation. For hardware warranty information, please refer to the "Taymor Hardware Warranty". This warranty was included in your Welcome Package. The limited warranty excludes repairs for cosmetic damage subsequent to the initial orientation.

Hardwood Flooring

Homeowner Use and Maintenance Guidelines

For proper care and maintenance of your hardwood floors, please refer to the "Kentwood Product Warranty, Care and Maintenance Guide". This was included in your Welcome Package. Failure to follow floor care instructions **will void** your hardwood warranty. **Please note the following paragraph included in the warranty:**

"Ensure that environmental conditions are maintained with a temperature of 65-75°F (18-24°C), and humidity at 35-55% at all times. Hardwood flooring reacts to changes in the environment. Excessive heat or dryness can result in gapping or splitting; excessive humidity can result in cupping. Gapping, splitting, cupping or other problems resulting from exposure to improper environmental conditions ARE NOT covered by the product warranty."

We have included the following additional care tips. Where these tips contradict information found in the manufacturer's literature, please defer to the latter.

Remove High Heel Shoes and Trim Pet's Nails

Hardwood floors may be damaged by the extreme force caused by lady's high heel shoes (measured in pounds per square inch (psi)). For example, a car has a load of 28-30 psi, while a 125 pound woman with high heels has a load of 2000 psi!! **High heels will cause indentation in wood flooring!** As such, ask your guest to remove her heels to protect your floor!

A general rule of thumb is to avoid letting any sharp or pointed object come into contact with your floor. This includes pets' nails, which should be trimmed to minimize damage!

Felt Tabs

Always protect the feet of your furniture; specifically the areas that rest on the floors. You may use felt tabs on the underside of the furniture legs to prevent scratches or indentations occurring on the floor surface.

Cleaning

Protect the floor from any exposure to liquids, water or other forms of moisture. Sweep or vacuum the floor daily to keep it clean and free of dust. Please ensure that your vacuum's wheels are not damaging the floor. For more thorough cleaning, use a wood floor cleaning solution approved by the floor supplier ("Contact Information" tab). Do not use any household cleaners, oils, soaps, waxes or any abrasive materials/scouring agents on your wood floor.

Hardwood Floor Color Change

Hardwood flooring will naturally undergo a change in color as it adjusts to the ambient light conditions of your home environment. The degree of color change varies by species. To ensure a uniform change, it is recommended that you do not place area rugs on the new floor for sixty days after installation. Thereafter, periodic re-arrangement of furniture and area rugs will help ensure that your flooring colors evenly.

Initial Orientation and Warranty Guidelines

Elevation/Gap Variations

Manufacturer guidelines state that strip hardwood flooring shall be installed to provide a surface where adjacent strips have no more than a 2mm difference in elevation (a 2mm difference is approximately the thickness of a dime). Flooring not meeting this standard shall be repaired. This rule also applies to the gap variances between planks (for example, gap variances greater than 2 mm between planks will be repaired).

Colour and Grain Variations

Please note that wood is a natural product, and variation in colour and grain pattern from one piece of flooring to another is normal.

Floor Finish

During your initial orientation, the Developer will review the hardwood floors and determine if any scratches and gouges are present. The "**5 foot, 2 second**" rule will apply. Briefly, the "5 foot, 2 second" rule states that a gouge/scratch will only be repaired if you can see same from a standing distance of 5 feet and within a time frame of 2 seconds. If not, it is **not** a defect.

It is important to note that the Developer is not obligated to repair hardwood damage caused after ownership is transferred from the Developer to the homeowner. Repair of floor damage caused after completion is one of the homeowner's maintenance responsibilities. Please note it is our

experience that hardwood floors may be damaged during the move in process. As such, please instruct your movers to use extra caution to prevent damage.

For more information concerning the product warranty, please review the “Kentwood Product Warranty, Care and Maintenance Guide” that was included in your Welcome Package. For information concerning the installation warranty, kindly review the “Arbutus Floors Incorporated Installation Warranty” – this was also included in your Welcome Package.

Heating and Cooling

Homeowner Use, Maintenance and Warranty Guidelines

Your new home is built with a heating and cooling system. Heating and cooling is delivered via a Carrier Heat Pump System. For heating operations, make sure the “System” or “Mode” control is set for Heating. Then, adjust the temperature control to your desired setting. For cooling operation, make sure the “System” or “Mode” control is set for Cooling. Then, adjust the temperature control to your desired setting. The thermostat also comes with an “AUTO” function. This is a mode in which the thermostat will run based on a set temperature.

Please remember to keep your filter clean. “A clogged or improperly installed air filter on your *indoor unit* will increase operating costs and shorten the life of the unit. Plan to inspect the filter monthly and clean or replace it as needed” (Carrier Owner’s Information Manual, page 3).

For more information, please refer to the:

- “Carrier Owner’s Information Manual”; and
- “Direct Expansion Fan Coil Units Manual”.

These manuals were included in your Welcome Package.

The electric panel provides shutoff breaker(s) for (among other things) the heating and cooling system. The electric panel is normally located in either the 2nd bedroom, the masterbedroom or the storage room, behind the applicable room door. Please take the time to note its location.

Heaters – Wall Heaters and Kickspace Heaters

Homeowner Use and Maintenance Guidelines

The wall and kickspace heaters are controlled by a built in thermostat. The homeowner can set the temperature to his/her desired level. Please ensure the heaters remain free and clear of dust.

For more information, please refer to the:

- “Fan Forced Wall Heater Series” literature;
- “Kickspace Heater” literature; and
- “Dimplex Warranty”.

This information was included in your Welcome Package.

Heat Trace for L2/L3 balconies (downhill units) & L3/L4 balconies (uphill units)

Homeowner Use, Maintenance and Warranty Guidelines

The above noted balconies contain a heat trace system. The heat trace provides a minimum temperature to prevent freezing.

Where heat trace systems are installed, there is a pipe trace with a plug at one end. At the start of winter, *before the first frost*, please ensure the pipe trace is plugged in. Always ensure the balcony drains are free and clear of debris, so that water can flow freely.

The pipe trace is under warranty for one year. For warranty assistance, please contact **Alpine West Systems Electrical** at **604-938-1661**.

Hot Water Tank

Homeowner Use, Maintenance and Warranty Guidelines

For care and warranty information concerning your hot water tank, please refer to the “GSW” manual that was included in your Welcome Package.

Hot Tub

Homeowner Use, Maintenance and Warranty Guidelines

Please do not attempt to start the hot tub yourself! As soon as you take legal possession of your new home, contact **Poolside Spa Service @ 604-932-4616** to set up a start-up appointment. The start-up procedure will take approximately two hours. The cost of same is included in your purchase price.

Please note your two year warranty will be **void** unless the start-up procedure is completed by a fully certified Beachcomber technician.

For further information, please refer to the “Beachcomber Customer Letter”, the “Beachcomber Hot Tub Owner’s Guide” and the “Beachcomber Warranty”. This information was included in your Welcome Package.

Life Safety Equipment – smoke alarms, gas detectors, horns & sprinklers

Homeowner Use, Maintenance and Warranty Guidelines

The following life safety equipment has been installed in your townhome: smoke and carbon monoxide alarm(s), a garage gas detection device, a mini horn(s) and a sprinkler system. For care and warranty information, please refer to the following manuals:

- “Combination Smoke and Carbon Monoxide Alarms”;
- “S301M User Manual” (garage gas detection manual); and the
- “Mircom Piez Electric Mini Horns”.

These manuals were included in your Welcome Package:

Sprinklers are installed in accordance with building codes, which dictate locations. Please avoid lighting a flame under the sprinkler head(s).

If the life safety equipment sounds, or if the sprinklers are activated, please leave your home immediately and call 911 from a phone outside your home. Do not gather your material possession – you may literally have seconds to respond.

Lighting

Initial Orientation and Warranty Guidelines

During the initial orientation, we will confirm that all light fixtures are in acceptable condition. For warranty information, please refer to the “Design Lighting Warranty” letter that was included in your Welcome Package.

Lighting System and Control Unit – Lutron Grafik Eye 3000 Series

Initial Orientation and Warranty Guidelines

During the initial orientation, we will confirm that the Lutron Grafik Eye 3000 Series is functioning as intended. For product and warranty information, please refer to the “Lutron Grafik Eye 3000 Series Guide” that was included in your Welcome Package.

Mirrors

Homeowner Use and Maintenance Guidelines

For care and maintenance instructions, please refer to the “Glass World Maintenance Guide” that was included in your Welcome Package.

Initial Orientation and Warranty Guidelines

During the initial orientation, we will confirm that mirrors are in acceptable condition. If scratches, chips, or other damage to mirrors is noted at this time, we will correct same. In some cases, due to the length of the mirror, the installation will require that the mirror be installed in two pieces.

For further warranty information, please refer to the “Glass World Warranty” that was included in your Welcome Package.

Nuheat – Masterbedroom Ensuite and Guest Ensuite

Homeowner Use and Maintenance Guidelines

For care and maintenance instructions, please refer to the “Nuheat Tempo User Guide” that was included in your Welcome Package.

Initial Orientation and Warranty Guidelines

During the initial orientation, we will confirm that Nuheat operates as intended. For warranty information, please refer to the “Nuheat Warranty” that was included in your Welcome Package.

Paint and Stain

Homeowner Use and Maintenance Guidelines

Because of changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing the paint.

Exterior

All exterior painting is considered a common area item and is controlled and maintained by your strata corporation and property manager.

Touch-Up

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-ups may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

For paint color specifications, please contact the Fitzsimmons Customer Service Department at **604-895-0428**.

Initial Orientation and Warranty Guidelines

During your initial orientation, we will confirm that all painted or stained surfaces are in acceptable condition. The “**5 foot, 2 second**” rule will apply. Briefly, the “5 foot, 2 second” rule states that a

paint deficiency will only be repaired if you can see same from a standing distance of 5 feet and within a time frame of 2 seconds. If not, it is **not** a defect.

The Developer will touch up paint as indicated on the initial orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair. Please note that paint touch ups made during a warranty visit may:

- Be visible under certain lighting conditions; and
- Not match the surrounding area. Over time, paint colours fade. Due to the effects of time on paint, as well as possible dye lot variations, touch-ups are unlikely to match surrounding painted areas).

Both the manufacturer's and supplier's warranties have been included in your Welcome Package. They are titled "Cloverdale Paint – Interior Wall Finishes – 5 Year Warranty" and "Fisher Painting Labor Warranty" respectively.

Phone/Cable Outlets

Homeowner Use and Maintenance Guidelines

Your home is equipped with numerous outlets. Initiating service, adding additional outlets or revising outlet locations for decorating purposes or convenience is the homeowner's responsibility.

Initial Orientation and Warranty Guidelines

The Developer will correct faulty outlets that are discovered during the initial orientation. For example, if a kitchen phone outlet is positioned too close to a cabinet and prevents a wall phone from being installed, the Developer will remedy same.

The Developer will also repair faulty wiring from the outlet service box into the home. The warranty period for same is two years, and begins on the closing date when the unit is first sold. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

Plumbing

Homeowner Use and Maintenance Guidelines

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. Please note that as part of normal maintenance, you will need to occasionally clean your aerator.

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots.

Clogs

Many plumbing clogs are caused when foreign materials are inserted into plumbing lines. Examples of foreign materials include disposable diapers, excessive amounts of toilet paper,

sanitary supplies, q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. Allow the water to run 10 to 15 seconds after shutting off the disposal. You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. **Waste materials, including grease, fat and petroleum products, should never be disposed of via the plumbing system.** These materials will accumulate in the piping, especially in the p-traps, and can significantly reduce the flow of water through the waste system. These substances are also very detrimental to the municipal sewage treatment systems. To clean a drain stopper (usually found in bathroom sinks), loosen the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper. Clean and return the mechanism to its original position.

Low Flush Toilets

Due to conservation efforts and by-law regulations, today's toilets use less water. In fact, today's toilets use 2/3 less water than the old standard toilets. As a result, flushing twice is occasionally necessary to completely empty the toilet bowl. Rest assured, even when you flush twice, you are saving water and complying with the law.

Low flush toilets may clog more easily. As such, it is recommended that you do not dispose of large volumes of paper or any feminine products in the toilet.

Water Flow Restrictors

Water flow restrictors are manufactured into most faucets and all showerheads and cannot be removed. We apologize for any inconvenience this may cause.

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. Please note that some manufacturers do not use rubber washers.

Extended Absence

If you plan to be away for an extended period, you should shut off the main water supply to your home. The main shutoff is located behind the shutoff panel, which will be pointed out to you on your initial orientation. Also remember to turn off the power to the hot water tank – this will prevent the tank water from evaporating during your absence. Please take care to shut off the power to the hot water tank, and not to the furnace gas valve.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 18°C.

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the strata corporation or your property manager.

Main Shut-Off

The water supply to your home can be shut-off entirely at your main shutoff valve. We will point out the location during your initial orientation.

Porcelain

You can damage porcelain enamel by either scratching or hitting it. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper/plastic over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shower Diverter

The shower must be turned off using the shower handle – **not** the diverter.

Shut-Offs

Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads, as these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless steel surface, since prolonged contact can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Tank Care

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

Temperature

Expect temperatures to vary if water is used in more than one location in the home at the exact same time.

Troubleshooting Tips: Plumbing

No Water Anywhere In the Home

Before calling for service, check to confirm that the:

- Main shut off in your home is open.
- Main shut off to the building is open.
- Individual shut-offs for each water-using item are open.

Leak Involving One Sink, Tub, or Toilet

- Confirm shower door or tub enclosure was properly closed.
- Turn water supply off to that item.
- Use other facilities in your home and report problem on next business day.

Back Up At One Toilet

If only one toilet is affected, corrections can be carried out during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- If you've been in your home fewer than 30 days, contact the Developer's Customer Service Department (turn to "Contact Information" tab).
- If you've been in your home over 30 days, contact a repair service. You will be responsible for the cost.

Initial Orientation and Warranty Guidelines

During the initial orientation, we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely. We will repair deficiencies as follows:

Broken Shower Diverter

The Developer will **not** replace a diverter that has been damaged by a homeowner.

Clogged Drain

The Developer will correct clogged drains that occur within 30 days of the initial sale. **If we are called to a suite to repair a clog that has been caused by the homeowner, we will bill the homeowner for the cost of removing the clog! Please note this includes toilet and sink clogs caused by the homeowner!!!** After the first 30 days, the homeowner is responsible for correcting clogged drains, at his/her cost.

Cosmetic Damage

The Developer will correct any fixture damage noted during the initial orientation. Repairing chips, scratches, or other surface damage noted subsequent to the initial orientation is your responsibility.

Leaks

The Developer will repair leaks in the plumbing system that occur within the two-year warranty period. The warranty begins on the closing date when the unit is first sold. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, we will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. We will repair persistent water hammer that occurs within the first two years of the warranty. Again, the warranty begins on the closing date when the unit is first sold.

If a warrantable plumbing deficiency occurs within the warranty period, please contact either the Developer or your property manager during business hours. After business hours, please contact your property manager. If you do not hear from your property manager, and the deficiency is an

emergency that cannot wait until the next business day, please contact our plumbing trade. Refer to the “Contact Information” section of this Manual for the property manager’s/plumber’s phone number. If the warranty has expired, please contact the qualified plumber of your choice.

Please refer to the “Emergency Procedures” section of this Manual for more information.

Remote Controls

Homeowner Use and Maintenance Guidelines

When you move in, you will be given two radio frequency remotes that control access to your parkade and any other applicable door.

The remotes require no maintenance, and operate on batteries which will require replacement from time to time (please refer to the “Alarm Pre-Wiring, Residential RF’s, Visitor Intercom System, and Camera System” subsection for battery details). The remote controls are susceptible to damage by moisture and impact, and should be handled gently. We have included a copy of the “Chamberlain Liftmaster Operating Instructions” manual in your Welcome Package.

Initial Orientation and Warranty Guidelines

During the initial orientation, we will confirm that the remote controls are in good operating condition. For warranty information, please review the “Chamberlain Liftmaster Operating Instructions” Manual that was included in your Welcome Package.

Shower Doors and Frameless Shower Doors

Homeowner Use and Maintenance Guidelines

For shower enclosure maintenance guidelines, please refer to the “Glass World Maintenance Guide”. This guide was included in your Welcome Package.

Avoid hanging wet towels on corners of doors - the weight can pull the door out of alignment and cause it to leak.

Many of the Fitzsimmons Walk homes feature “frameless shower doors”. Frameless shower doors are heavy (3/8” or 1/2”) glass shower enclosures that are either silicone sealed to adjacent surfaces, or constructed using glass clips or continuous glass channels. These glass panels may be freestanding resting on a tiled curb, floor or bathtub / manufactured shower base. The glass panels may also be full height fixed to the ceiling, as opposed to freestanding.

Although the design is stunning, water may escape at the door perimeter. Care should therefore be taken to ensure not only that bath mats are present, but also that any water outside the enclosure is mopped up after a shower.

Initial Orientation and Warranty Guidelines

During your initial orientation, we will confirm that all shower doors and tub enclosures are in acceptable condition. For warranty information on the shower enclosures, please review the “Glass World Warranty” that was included in your Welcome Package. Also refer to the “Glass World Warranty Disclaimer on Shower Doors”. **Although Glass World warrants that water should not escape past glass channels, or silicone perimeter glass panel seals to adjacent surfaces, it does not warrant that water will not escape at the door perimeter of a frameless shower.**

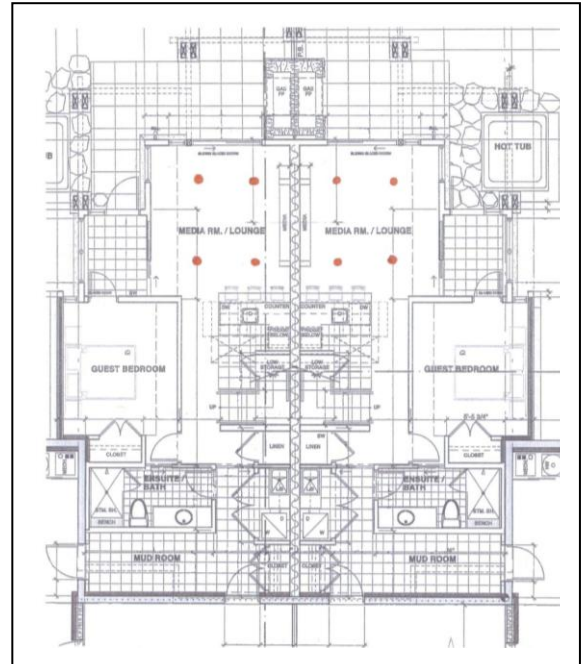
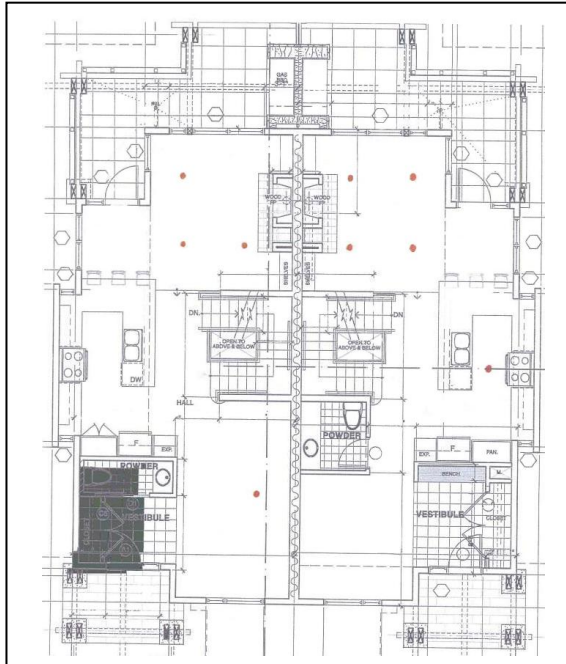
Skylight Motorized System

Homeowner Use, Maintenance and Warranty Guidelines

For product maintenance and warranty information, please refer to the “Sentry II Window or Light Skylight Motorized System Manual” that was included in your Welcome Package.

Speaker Wire - Typical

Townhouse speaker wire is typically located above the potlights, as per the red dots on the below noted drawings.



Steam Generator- Installed in Guest Ensuite Bathroom

Homeowner Use, Maintenance and Warranty Guidelines

For product and warranty information, please refer to the “Steamcore Spa II Steam Generator Manual” that was included in your Welcome Package.

Steel Stairs

Homeowner Use, Maintenance and Warranty Guidelines

For care and maintenance information, please refer to the “Wide Open Welding Care and Maintenance Letter” that was included in your Welcome Package.

Tile

Homeowner Use and Maintenance Guidelines

For detailed information concerning the care and maintenance of your tiles, please refer to the “National Tile (2005) Ltd. Maintenance Guide” included in your Welcome Package. **It is extremely important to review and implement the recommended care requirements. If tile is not cared for in accordance with National Tile’s guidelines, National Tile’s warranty covering same will be void. If you have ANY questions about the maintenance of your tile, please contact National Tile directly at 604-322-1080.**

Here are some additional tips. Where these tips contradict information found in the manufacturer’s literature, please defer to the latter.

Grout Discolouration

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

Sealing Grout

The grout in your suite is unsealed. Sealing grout is your decision and responsibility. Sealing your grout may keep your grout cleaner for a longer period of time. Please visit your local hardware store for grout sealant products and applicators.

Separations

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

Initial Orientation and Warranty Guidelines

For warranty information, please refer to the "National Tile (2005) Ltd. Warranty", included in your Welcome Package. During the initial orientation, we confirm that tile and grout areas are in acceptable condition. During the warranty period, we will repair cracked tiles or grout as follows:

Tile, One-Time Repair

We will repair or replace cracked or loose tiles one time, at the Year End Corrective Period (please refer to the "Warranty Service" tab for more information.) We are not responsible for variations in colour or discontinued patterns. New grout may vary in colour from the original.

Grout, One-Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. The Developer will repair grouting, if necessary, **one time** at the Year End Corrective Period (please refer to the "Warranty Service" tab for more information). We are not responsible for colour variations in grout or discontinued coloured grout. Any grouting or caulking that is needed after that time is your responsibility.

Please note that swirl marks on marble products are normal. The product supplier writes that "markings on the polished tiles are a characteristic of the stone" (National Tile). For more information regarding same, please refer to the "National Tile (2005) Ltd. Swirl Marks in Marble Letter". This letter was included in your Welcome Package.

Thermostat

Homeowner Use, Maintenance and Warranty Guidelines

Your thermostat is a Carrier/Debonair P/N33CS420-01. The operating manual was included in your Welcome Package.

Your thermostat is programmable. Please familiarize yourself with the operation and programming of your thermostat, **as warranty does not cover improper operation or improper setting of your thermostat**. If you require further assistance please call **either Carrier Customer Service at 1 800 227-7437 or Ocean Park Mechanical at 604-536-2363**.

Vacuum, Built in – upgrade

Homeowner Use, Maintenance and Warranty Guidelines

If you purchased the built in vacuum upgrade, please review the following manuals for warranty and care information: “Nilfisk Vacuum Manual”; and “First Choice Vacuums Warranty”.

Ventilation

Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars, but creates a potential concern: humidity. Humidity is generated by people breathing, bathing, cooking and living in homes. Humidity **must** be ventilated to the outdoors; otherwise, condensation, cooking odours, indoor pollutants, and carbon monoxide may accumulate indoors. We provide mechanical and passive methods for ventilating homes; however, your attention to ventilation is equally important to your family's health and safety. Please take the time to review the following recommended daily living habits – adopting these habits will reduce humidity by improving ventilation.

Daily Habits

Your daily habits can help keep your home well ventilated. Please:

- Do not cover or interfere in any way with the fresh air supply to your suite;
- Keep the dryer exhaust hose clean and securely connected;
- Keep the dryer lint trap clean;
- **Do not interfere with the dryer booster fan. Where applicable, there may also be a booster fan disconnect switch (located beside/adjacent your dryer). If installed, do not turn it off. Failure to follow these instructions will void your entire home warranty;**
- Develop the habit of running the hood fan when you are cooking;
- Run your bathroom fan(s) when taking a shower or bath. Continue running the fan(s) for approximately 1 hour following your shower or bath. **Failure to follow this instruction will void your home warranty;**
- Do not tamper with the main bathroom fan timer. It is wired to run a total of 8 hours each day. **Tampering with same will void your home warranty;**
- Leave several windows slightly open during spring, summer, fall and winter. This will allow humidity to escape (we have found that the fan alone does not lower humidity enough during the wet, cold winter). This will also prevent excessive moisture from forming on the inside of your windows. Keeping windows slightly open throughout the year will help:
 - a. Keep the air in your suite fresh;
 - b. Prevent damage to your possessions; and
 - c. Prevent damage to your suite.
- Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air. Drying materials out too fast also increases shrinkage cracks and separations

Examples of humidity damage are:

- Mold growing on window frames, drywall and other surfaces (very unhealthy!);
- Cords on the window blinds swelling, making the blinds hard to operate and likely to break; and
- Water filling the bottom window track and damaging the drywall and wood sill beside it.

If your windows are fogged up or wet on the inside, you are damaging your home.

Warranty Guidelines

The Developer's warranty guidelines for active components, such as exhaust fans, are discussed under the appropriate headings (electrical systems, heating system, and so on). Please review these sections for more information regarding same.

Damage caused by humidity is not covered by a home warranty. If the homeowner fails to follow the recommendations noted above, he/she will cause damage to the home - for which the homeowner will be held accountable! Further, in several instances, failure to comply with the recommended daily living habits will render the Developer's entire warranty null and void.

Windows

Homeowner Use and Maintenance Guidelines

Contact either the building manager or the property management company if a suite window breaks. They will be able to assist you in remedying same (accidental breakage may be covered by the strata building insurance). Please refer to the "Emergency Contacts" section of this Manual for building/property manager phone numbers.

To care for your windows, please review the following:

Vinyl, if applicable

Clean vinyl surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use. You may also review the sections on "Ventilation" and "Condensation" (see table of contents) for tips on reducing in-suite condensation.

Sills

Window sills in your home are made of ultra lite. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Protect sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Tinting

Applying tinting and/or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris.

Initial Orientation and Warranty Guidelines

We will confirm that all windows are in acceptable condition during the initial orientation. We will also confirm that windows operate with reasonable ease, and that locks perform as designed. The Developer will repair or replace broken windows noted on the initial orientation list. The Developer will also make adjustments to windows and locks that do not function as intended during the initial orientation. In addition:

Condensation

Condensation that accumulates **between** the panes of glass in dual-glazed windows indicates a broken seal. We will replace the window if this occurs during the warranty period.

Condensation that accumulates **on the surface of** interior windows and frames is not covered by warranty. This condensation indicates high humidity in the home, and low temperatures outside the home. As the homeowner influences the level of humidity within the home, the homeowner will be responsible for damage arising from same.

Scratches

The Developer confirms that all window glass is in acceptable condition at the initial orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. We will replace windows that have scratches readily visible from a distance of **4 feet** (if same is noted during the initial orientation). The Developer does not replace windows that have scratches visible only under certain lighting conditions.

Contact Information

Trades

TRADE	COMPANY NAME	CONTACT	PHONE	FAX
Appliances	Trail Appliances (supplied all appliances except the coffee machine and the barbeque)	Adam Kossack	604-777-3300	
Appliances - Barbeque	Fireplaces Unlimited 4001 Remi Place Burnaby, BC. V5A 4J8	Gord Schlechtleitner	604-415-9330 or 1-250-715-0820	
Appliances - Coffee Machine	Espresso Coffee Machines Co. 3709 1 st Ave Burnaby, B.C. V5C 3V6	Danny Bresciani	604-291-6363	
Bathroom Accessories	Glass World 2146 Queen Street Abbotsford, BC V2T 6J4	Kevin Browne Paul Chartier	604-854-5757 604-968-7312	604-852-1850
Blinds	Crestwood Window Fashions 115 – 11820 River Road Richmond, BC V6X 1Z7	Paul Kopinya	604-270-7596	604-273-9133
Brick Masonry	Stellar Stone Inc. PO Box 2594 Garibaldi Highlands, BC V0N 1T0	Jim Cairns	604-898-1181 604-892-4425	604-898-1182
Burglar Alarm	Smart-Tek Communications Inc 10 – 11720 Voyageur Way Richmond, BC V6X 3G9	Stephen Platt	604-718-1882 604-767-8735	604-718-1889
Cabinets	Benson Industries Ltd. 2201 Keating X Road Saanichton, BC V8M 2A5	Paul Benson	250-652-4417	250-652-3530
Carpet - Install	A-Tek Flooring 8051 #5 Road Richmond, BC V6Y 2V5	Suphi Tekbulut	604-716-3322	604-241-8032
Carpet - Supply	J.W. Building Consultants Ltd. #116-18525 53 RD Avenue Surrey, BC V3S 7A4	Jim Widdifield Tim Barry	778-571-2788 604-290-6532 604-590-2001	778-571-2799
Closet Shelving (Built-In)	Burj Enterprises Ltd. PO Box 1189 Whistler, BC V0N 1B2	Jeff Burdette Chris Kiely	604-902-3850	604-938-9445
Closet Shelving (Wire)	Glass World 2146 Queen Street Abbotsford, BC V2T 6J4	Kevin Browne Paul Chartier	604-854-5757 604-968-7312	604-852-1850
Countertops - Stone	J.J. Stones Ltd. 105-1751 Savage Road Richmond, BC V6V 1C1.	Jack Zhu Joanna Zhu	604-279-1983 604-617-7101 778-838-6019	604-276-2822
Electrical	Alpine West Systems Electrical 3 - 1085 Millar Creek Road Whistler, BC V0N 1B1	Andrew Tacilauskas	604-938-1661 778-227-9652 604-935-0941	604-938-1662
Elevators	Garaventa Lift BC 2805 Murray Street, Port Moody, BC V3H 1X3	Nav Chahal	604-461-6636	604-461-0525
Exterior Railings	Burj Enterprises Ltd. PO Box 1189 Whistler, BC V0N 1B2	Jeff Burdette Chris Kiely	604-902-3850	604-938-9445
Finish Carpentry	Rolin Interiors Ltd. 5210 Ferry Road Delta, BC V4K 3M7	Jay Tomlin	604-618-7405	604-618-7405

TRADE	COMPANY NAME	CONTACT	PHONE	FAX
Fireplaces	Fireplaces Unlimited 4001 Remi Place Burnaby, BC V5A 4J8	Gord Schlechteitner	604-415-9330	604-415-9331
Garage Doors	Overhead Door Company 4263 Phillips Avenue Burnaby, BC V5A 2X4	Rick Howard	604-420-4411	604-420-5749
Hardwood - Install	Arbutus Floors Inc. 14143 – 60 th Avenue Surrey, BC V3X 2N2	Paul Tymos	604-220-7858	604-590-1586
Hardwood - Supply	J.W. Building Consultants Ltd. #116-18525 53 RD Avenue Surrey, BC V3S 7A4	Jim Widdifield Tim Barry	778-571-2788 604-290-6532 604-590-2001	778-571-2799
Irrigation	High Country Landscaping Ltd PO Box 711 Whistler, BC V0N 1B0	Karen Barratt	604-932-3654 604-698-1410	604-932-3689
Landscaping	High Country Landscaping Ltd PO Box 711 Whistler, BC V0N 1B0	Karen Barratt	604-932-3654 604-698-1410	604-932-3689
Lighting Fixtures	Design Lighting #105 – 202 nd Street Langley, BC V2Y 1M8	Teresa Deddens	604-539-8733	604-539-8734
Mirrors	Glass World 2146 Queen Street Abbotsford, BC V2T 6J4	Kevin Browne Paul Chartier	604-854-5757 604-968-7312	604-852-1850
Molding and Trim Material	Westcoast Mouldings 18810 96 th Avenue Surrey, BC V4N 3R1	Kevin Linton	604-513-1138 604-880-1518	604-513-1194
Painting - Exterior	RDH Performance Painting Inc. 2317 Aspen Court Whistler, BC V0N 1B2	Richard Harvey	604-938-5922	604-938-5925
Painting - Interior	Fisher Painting Ltd. Box 2340 Garibaldi Highland, BC V0N 1T0	Andrew Scott	604-318-1111	778-786-3100
Parking Gates	Overhead Door Company 4263 Phillips Avenue Burnaby, BC V5A 2X4	Rick Howard	604-420-4411	604-420-5749
Pavers	High Country Landscaping Ltd PO Box 711 Whistler, BC V0N 1B0	Karen Barratt	604-932-3654 604-698-1410	604-932-3689
Plumbing Systems	Ocean Park Mechanical Ltd. 15895 16 th Avenue Surrey, BC V4A 1S2	Roger Hendrix Ryan Dunn Chris Stockdale	604-536-2363 604-218-4193 604-528-0162	604-536-2366
Postal Specialties	Pacific Pre Hung Doors Ltd. PO Box 1173 265 Schoolhouse St. Coquitlam, BC V3J 6Z9	Dan Carlson	604-524-9566 604-649-3946	604-522-7048
Roofing (Shingles) (Materials)	Cedargrove Roofing Supplies #1B – 33557 Maclure Rd Abbotsford, BC V2S 7W2	Paul Sayler	604-870-9540 604-802-1274	604-870-9549
Roofing (Shingles) (Labour)	Sylogan Roofing 42760 – Prairie Avenue Chilliwack, BC V2R 5C1	Rob Walton	604-805-7219	604-823-0199
Shower Doors	Glass World 2146 Queen Street Abbotsford, BC V2T 6J4	Kevin Browne Paul Chartier	604-854-5757 604-968-7312	604-852-1850
Stairworks & Handrails - Material	Westcoast Mouldings 18810 96 th Avenue Surrey, BC V4N 3R1	Abraham	604-513-1138 604-880-2521	604-513-1194
Stairworks & Handrails - Install	A & T Stair Rails 2025 Anita Court North Vancouver, BC V7J 2P9	Tim Moore	604-839-0762	604-986-4980

TRADE	COMPANY NAME	CONTACT	PHONE	FAX
Steel Stairs	Wide Open Welding Ltd. 1920 Carpenter Road Pemberton, BC V0N 2L0	Kevin Friesen	604-894-5027 604-698-1965	604-894-5024
Telephone/ Intercom System	Smart-Tek Communications Inc 10 – 11720 Voyageur Way Richmond, BC V6X 3G9	Stephen Platt	604-718-1882 604-767-8735	604-718-1889
Tile	National Tile (2005) Ltd. 260 S.W. Marine Drive Vancouver, BC V5X 2R5	Philip Tsang	604-322-1080 778-896-2778	604-322-7032
Vacuum Systems	First Choice Vacuums #180 – 8120 #2 Road Richmond, BC	Steve Sheridan Colin (Installer)	604-279-2344 778-858-2627	604-279-2346
Whirlpools/ Hot Tubs	Poolside Spa Services Ltd. 1-1209 Alpha Lake Road Whistler, BC V0N 1B1	Curt Wolsey	604-932-4616	604-905-4111
Windows - Wood	IJ Windows & Doors Ltd. 1255 – 12 th Street Kamloops, BC V2B 3C8	Will Heron	250-376-1021	250-376-2324
Wood Doors & Frames	Pacific Pre Hung Doors Ltd. PO Box 1173 265 Schoolhouse St. Coquitlam, BC V3J 6Z9	Dan Carlson	604-524-9566 604-649-3946	604-522-7048

Finish Specifications

To obtain specification information, please contact the Fitzsimmons Walk Customer Service Department. We would be delighted to assist you! Our customer service number is 604-895-0428; our e-mail address is service@cressey.com.

Alarm Pre-Wiring, Residential RF's, Visitor Intercom System, and Camera System

Alarm Pre-Wiring (if applicable):

Supplied By:

Electrical Contractor

Type:

The pre-wiring consists of a Cat5e/18awg two conductor cable from each keypad location back to the suite multi-media enclosure. This allows wireless door contacts and motion detectors to be installed throughout your townhome, with the keypads hardwired back to the control power.

The power outlet for the control panel and telephone line connection (for off-site monitoring of the system) can also be located in the suite multi-media enclosure.

Pre-Wiring Wiring For:

Front Door Keypad and Garage Entry Door Keypad

Provided for:

All Townhomes

Residential RF(S):

Manufacturer:

Chamberlain

Supplier:

Smart-Tek Communications Inc.

Model:

CPTK3PH

Battery Type:

3V Lithium Battery – Type CR2032

Note:

Upon possession, you were handed two RF remotes that control access to your parkade gates, and any other door with card reader access.

Visitor Intercom System:

Manufacturer:

Sentex Systems

Supplier:

Smart-Tek Communications Inc.

Model:

Infinity M

Camera System:

DVR Manufacturer:

Capture CCTV

Camera Manufacturer:

Honeywell

Supplier:

Smart-Tek Communications Inc.

EMERGENCY &/OR YEAR END

Service Request Form

To be completed for EMERGENCY &/or year end purposes ONLY.

To:	Cressey Whistler Townhomes Limited Partnership and 629220 B.C. Ltd. (collectively Referred To As The "Developer").
Attention:	Customer Service Department 800-925 West Georgia Street Vancouver, B.C. V6C 3L2
Fax:	604-683-7690
E-Mail:	service@cressey.com

Name: _____ Date: _____

Address: _____

Telephone: Work: _____ Home: _____

Sale Closing Date: _____

Appointments for service are made during regular business hours: 7:00 am to 3:00 pm Monday to Friday. The owner must be present when the Developer is responding to either emergency or non-emergency warrantable claims. Please ensure that you schedule your service appointments so that you can remain at home until the repairs are complete.

The Developer may only repair warrantable items once during the term of the warranty (refer to both the "deficiency and warranty repairs" section & "Home Components" section of this Manual for more details).

Item #	Location	Description of Service Request	Item Repaired
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

Warranty Items Repaired:

Homeowner Signature/Customer Service Signature

Date

